



Cancellation and No-Show Policy

At Park Avenue Physical Therapy, we are committed to providing you or your family with excellent quality and convenient physical therapy services. In that regard, we ask for your cooperation by making every effort to keep scheduled appointments. **We ask that you provide at least 24 hours notice for appointment cancellations.**

However, we know that things do come up that make it impossible to keep scheduled appointments (i.e. sickness, transportation problems and family emergencies). Cancellations without a 24-hour notice are acceptable under these conditions for **one time**. Cancellations due to inclement weather and/or hazardous driving conditions are also acceptable.

In consideration of other patients and our staff, please call as soon as possible if you know you are unable to keep a scheduled appointment. **NO SHOW VISITS ARE UNACCEPTABLE. ANY NO SHOW/NO CALL WILL RESULT IN CANCELLATION OF ANY PENDING VISITS. YOU WILL NEED TO CALL TO RESCHEDULE.**

Unfortunately, we must charge a fee for a no show appointments and repeated cancellations. **This fee will be assessed regardless of insurance type and payment is the responsibility of the patient, not the insurance company.**

Fees for missed appointments are as follows:

Cancellation: \$30
No Show: \$50

These fees will be **paid prior to any further treatment** and separate from your normal copayment or co-insurance costs.

Patient Agreement, Understanding and Signature:

I have read, understand and agree to the provisions of this Cancellation and No-Show Policy

Print Name: _____

Signature: _____

Date: ____/____/____

Updated: 1/1/2024