



### Missed Visit Policy

At Elevate Physical Therapy, our goal is to help all patients reach their peak of health and wellness. Your physical therapist will provide you with your plan for care during the evaluation appointment and will inform you of the required number of visits to help you achieve your goals. Patients who attend all of their physical therapy visits are 93% more likely to fully recover from an injury, whereas those that miss even one visit have a lower potential for recovery. We are happy to share a copy of this study with you, but want to make sure that you understand that it is extremely important that you attend all of appointments. This policy ensures that all patients have the opportunity to receive the care they need.

**Please read our policy and sign at the bottom indicating you understand our expectations and our policy.**

1. As experts, we know that **you will not reach full recovery if you do not attend your appointments**. To help ensure you have the best chance at recovery, we will work with you to schedule out all of your appointments after your evaluation today and in order to have the best chance at recovery, you will need to attend each visit.
2. **Please note:** Our goal is to begin your treatment sessions on schedule. For all appointments after your evaluation, we expect that you will arrive at least 5 minutes prior to your appointment time, dressed for your session, and ready to begin at on time. This will allow our front office to handle their responsibilities and our specialists to provide the care you need and deserve.
3. If you're late for your appointment, you're missing the time that we have specifically scheduled for your care and we cannot guarantee that we will be able to provide you with your full treatment as we have reserved the appointment time following yours for someone else.
4. **If you're running late**, we need you to call us immediately so we can prepare for your late arrival and consult with your clinician. If you are more than 15 minutes late, your session may need to be rescheduled and, we reserve the right to charge our missed visit fee for the lost session. Chronically late patients will be asked to change their appointment times.
5. While we understand that illness can strike at any time, we still expect that you will work to provide at least **24 hour** notice if you cannot attend a scheduled appointment.
6. Providing care to all patients is extremely important to us and late notice of changes or cancellations will keep someone else from getting the care they need and deserve. **If you need to cancel or change a scheduled appointment, for any reason, we require 24 hour notice during business hours, so we have enough time to help another patient who needs to get in for the care they need and deserve.**
7. When you call to cancel an appointment, have your schedule ready as we will reschedule you right away.
8. **We reserve the right to charge a missed visit fee of \$25.00 if you do not provide at least 24 hours notice on the business day before your appointment change or cancellation, and we will comply with payer policy in carrying it out.**
9. **To avoid our missed visit fee, we need you to call our office during business hours - at least **24 hours** in advance for any illness, appointment changes or cancellations.**
10. Patients who have multiple same-day cancellations or no-shows, will be removed from the active schedule, and will be placed on the day-to-day list to avoid future missed visit charges. We will also notify your physician.
11. If you're worker's comp, we are required to notify your claims adjuster if you cancel or no-show for an appointment.

We look forward to working with you to meet your physical therapy goals. **To avoid any issues with our policy, we only need the required notice, so we have enough time to help all patients to get in for the care they need and deserve.**

This policy has been verbally reviewed with me and by signing below I am indicating that I understand this policy.

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Patient Signature

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Patient Name

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Date