



### **Appointment Cancellation and No-Show Policy**

Cooperative Performance & Rehabilitation, (CP&R) provides Physical Therapy for patients in a one on one session with their licensed therapist for 45 minute or longer appointments. Our team feels this provides for optimal care and customer experience. When patients no-show, cancel on short notice, or arrive late this hinders our ability to provide the best care to our patients. It also prevents other patients from accessing care in a timely manner and negatively impacts our business. The following policies exist to encourage consistent attendance and success with therapy.

Cooperative Performance & Rehabilitation, (CP&R) will provide you with an automated reminder call 48 hours in advance of your appointment. If you prefer a text message over an automated call please notify our Administrative Team to have this changed, along with the best phone number to contact you.

**Cooperative Performance & Rehabilitation, (CP&R) requires a 24-hour notice for the cancellation of a scheduled appointment. Failure to give the 24-hour notice will result in a \$25.00 No-Show Appointment Fee. This charge will not be covered by your insurance.**

**3 late cancellations or no shows may result in discontinuing physical therapy at CP&R. In the event that you are discharged from our care, your referring provider or case manager will be notified of the reason for discharge from physical therapy.**

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. If this is the case please inform our staff immediately and we will take it into consideration before assessing the charge and/or discharge. Thank you for providing our office and our patients with this courtesy. Signing below indicates you understand and agree to the terms of this policy.

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Signature of Patient

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Responsible Party

\_\_\_\_\_  
Date



