

North Coast Physical Therapy

Cancellation Policy

Quality care and rehabilitation require the cooperative efforts of both patient and therapist. We will do our best to be on time and offer you the frequency of appointments you need to achieve your goals.

As a courtesy we will provide you with a written list of your appointments as well as a reminder call the night before.

We always appreciate our patients who give us ample notice when they need to cancel or reschedule an appointment. We have a waitlist each day for patients needing appointments, and when we have advanced notice, we can easily accommodate them.

Unfortunately, there are still occasions when we do get last minute notifications, no shows, and messages left overnight. When this happens, it is difficult to us to accommodate those on our waitlist. We apologize if this specifically affected your access to care.

We respectfully ask that you call to cancel or reschedule appointments by 5:00PM the business day prior to your appointment day. Cancellations made after this time will incur the \$40.00 Fee for clinic appointments and \$60.00 fee for pool/aquatic appointments.

We hope this will allow us to accommodate you better and ensure that you have access to the appointments that you need.

If for some reason you are unable to attend 3 scheduled appointments, either by last minute cancellation or no show, it is our policy to remove the remaining appointments you have scheduled. If you would like to resume therapy we will do our best to accommodate you on a day-to-day basis per your phone request and availability in the schedule.

Thank you very much for your consideration.

I have read the above and understand the cancellation policy of North Coast Physical Therapy. I will make every effort to attend each of my scheduled appointments.

Patient signature

Date

Print Name