



majerus & co. physical therapy

Cancellation Policy

Majerus & Co. Physical Therapy staff will contact you via telephone to confirm your first appointment, the initial evaluation. An appointment card will be given to you after you schedule your follow-up appointments with the therapist. And you can choose to be notified by email of an upcoming appointment. Our system sends out email reminders 24 hours prior to the next appointment.

If you fail to show for an appointment, or if you cancel it with less than 24 hours' notice*, the following policy will apply:

1st Occurrence: \$ 25.00 charge

2nd Occurrence: \$ 50.00 charge

Each additional occurrence: \$ 75.00 charge. This cancellation/no show amount is non-negotiable once applied to your account and cannot be submitted to your insurance.

When you do not keep a scheduled appointment, three people are hurt:

YOU – because you are not getting the treatment you need.

THE THERAPIST – who has an open space in the schedule which was reserved exclusively for you.

ANOTHER PATIENT – that could have been scheduled if you would have given our office proper notice.

Please cancel by phone or in person; an email is not reliable. *To cancel a Monday appointment, our office must be notified by 3pm the preceding Friday. If a patient fails to show up for more than two scheduled appointments without prior cancellation, he or she may be dismissed from the practice for failure to comply with the physical therapist's treatment plan.

At the first appointment, you will review and sign off on the Cancellation Policy, as outlined above as part of your Treatment Agreement with us.