



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 which is sent out 24 hours prior to the next appointment.

We require at least 24-hour* notification of cancellation of a scheduled appointment (by phone or in person as email is not reliable). *To cancel a Monday appointment, call our office by 3:00 pm the preceding Friday. If a patient arrives more than 10 minutes late for the scheduled appointment, we may not honor the appointment and the applicable cancellation fee will apply. When a patient fails to cancel or misses the scheduled appointment within the required time, for any reason, the following 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 and cannot be submitted to your insurance.

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

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.

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.