



Appointments / Cancellations Policy

We advise you to schedule your appointments in advance. Maintaining a consistent schedule ensures your best outcome for a speedy recovery. We expect you to keep all of your appointments with TOTAL Physical Therapy and Wellness and require 24 hours notice if you are unable to keep an appointment. Any appointment cancelled in less than 24 hours without rescheduling will result in a \$25 charge. Failure to show up for an appointment will result in a \$50.00 charge. These charges are not reimbursed by any insurance company. If a card is on file with your account, the card will be charged immediately for NO SHOW and CANCELLATION fees. If we do not have a card on file, the no show or cancellation fees MUST be paid in full before your next scheduled visit.

You must contact the office directly to cancel or make any changes to your scheduled appointments. Communications of other forms are not accepted and will be considered a no-show fee. This includes text message, Facebook message or emails. This to ensure that we receive the message or notice in a timely manner to make necessary changes.

We request all patients to be present at least 5 minutes prior to scheduled appointment time, this allows time for check in process (collection of copays due, form review, or questionnaires that may need done prior to appointment). Any patient that arrives more than 15 minutes past scheduled time for an appointment will be required to reschedule said appointment.

After a patient has accumulated 2 no show appointments or 3 cancelled appointments, without rescheduling, will then be discharge from your plan of care. When this occurs, the patient will need to contact their referring physician for further assistance.

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By signing this form, you agree to the above terms.: _____

Date: _____

Parent/Guardian Name: _____

Date: _____