



Streamline Sports Physical Therapy
335 E Lewis St Suite 10 Pocatello, ID 83201
Phone 208-269-2360

To Our Patients Regarding Cancellations and No-Shows

We take the subject of cancellations and no-shows very seriously at the clinic because **missing treatments can make the difference between whether or not you progress in your treatment.** Usually your referring doctor and/or your therapist have prescribed a set frequency of treatment and showing up as scheduled for these visits is your most important job. Other than that, all you need to do is follow your therapist's instructions and we will be able to help you achieve your goals in treatment.

Our policy regarding cancellations and no-shows is as follows:

- We require 24 hours' notice in the event of a cancellation. It is your responsibility, when you call in, to have an alternative time in mind that will ensure you get in the full prescribed number of treatments that week whenever possible. (In some cases, this may not work since some forms of treatment do not work well if given in two sequential days.)
- We understand that emergencies arise and, therefore, a fee will not be incurred for a ***one-time*** cancellation. However, the second instance of cancellation without proper 24 hours' notice will incur a \$25 charge which will not be covered by insurance. **You will be required to pay this fee personally prior to scheduling another appointment.** The third instance will result in a \$50 charge, and a deposit down prior to next appointment. If you NO SHOW to your appointment, without calling to cancel, you will automatically be charged \$25.00. You will be required to pay this fee personally prior to your next appointment.

If you think you have a good reason to cancel your appointment, please consider the following:

- Throughout the course of treatment, your pain will likely increase and decrease before ultimately correcting the underlying cause of your pain. An increase or decrease in pain may seem to be a justifiable reason to cancel your appointment, as you may feel that a) your pain has increased, and you think the treatment is not working or, b) you're feeling better and you finally feel like you can get back to your regular activities. Neither of these reasons for cancellation is legitimate as: a) if you're in pain, you should come in and get it fixed, and/or discuss your perceived lack of progress with your therapist to further customize your treatment, b) if you're out of pain, now is the time that we can guide you in correcting the underlying causes of your problem, train your stability to maintain the changes we have seen, and educate you so you won't re-injure yourself, etc.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case Manager and Primary Physician and could jeopardize your claim.

When you don't show as scheduled, three people are hurt: YOU because you don't get the treatment you need as prescribed by the doctor and/or PT; the THERAPIST who now has a space in their schedule since the time was reserved for you personally; and ANOTHER PATIENT who could have been scheduled for treatment if you had given proper notice. Please co-operate with us in this regard. We're looking forward to working with you.

Patient/Responsible Party Signature

Date