



Cancellation/No Show Policy for Genesee Valley Physical Therapy

1. Cancellation/No Show Policy

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much-needed treatment. We kindly ask that you help us in maintaining the best possible treatment by keeping all scheduled appointments, as your compliance plays a direct role in your road to better health!

If an appointment is not cancelled by 5pm the day prior to your scheduled appointment, it will be considered a "No Show" and you may be assessed a fee; this will not be covered by your insurance company. Please call your corresponding office to cancel and/or reschedule.

- A. Any established patient who fails to show or cancel/reschedule an appointment by 5pm may be charged a \$25 "No Show" fee.
- B. Any established patient who fails to show or cancel/reschedule an appointment by 5pm a **second** time may be charged a \$35 fee.
- C. If a **third** No Show or cancellation/reschedule without proper notice should occur, the patient may be dismissed from Genesee Valley Physical Therapy.

2. Scheduled Appointments

We understand that delays can happen, however, if you are late to an appointment, we may need to shorten your appointment time or reschedule the appointment altogether. This may be considered a cancel / no show appointment.

3. Account Balances

We will require that patients with a "No Show" fee balance pay their account balances to zero prior to receiving further services by our practice. Patients who have questions about their bills, payment plan options, or other billing concerns may call **Sara at 585-364-3788**.

Thank you for your understanding

Print Patient Name

Patient/Guardian Signature

Date