



PHYSICAL THERAPY

ATTENDANCE POLICY

At A2, we ask our clients to be sure that they can commit to the appointments they choose to schedule. This is crucial to achieving results and meeting goals. This also ensures that the schedules of our therapists are fully utilized, and minimizes late cancellations or missed appointments. In the event of a late cancellation, you will be charged as outlined in our policies below.

Cancellations

We require 48 hours notice for cancellation of scheduled services in order to avoid a cancellation fee. Clients who give less than 48 hours notice when canceling a scheduled appointment will be charged a \$50 Cancellation Fee (as allowable by your insurance carrier). If you have booked your appointment within the 48 hour window between the time of booking and the scheduled time, you are required to cancel 24 hours prior to the time of the appointment in order to avoid the late cancellation fee.

Appointments booked within 24 hours of the appointment time are not subject to the cancellation policy, however the no show policy still applies.

Late Arrivals

If you anticipate being late for your appointment, please call A2 and let our office staff know. We will contact you 15 minutes into your scheduled start time. If you show up late for your appointment, the services may be rescheduled or altered to fit the remaining time.

No Shows

If you do not show up for your scheduled appointment, you will be responsible for the \$50 Cancellation Fee (as allowable by your insurance carrier). This must be paid prior to scheduling future appointments.

Signature of Patient

Date

Signature of Responsible Party (if applicable)

Date

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