



## ATTENDANCE POLICY

Patient Attendance Policy Agreement.

Jamaica Physical Therapy P.C. strives to provide each patient with the highest quality of care while attempting to accommodate your schedule to your convenience. Therefore, we provide reserved timed slots for each patient with a specific therapist in order to minimize waiting times and insure continuity of your personal treatment. Your consistent attendance of the planned treatment regimen is paramount to your full recovery.

Cancellations, especially last minute ones, along with patient no-shows, decrease our ability to accommodate the scheduling needs of other patients. We must ask for your full cooperation with the following policy:

- ❖ If you are unable to keep a scheduled appointment, we request that you notify our office within 24 hours in advance of your scheduled appointment time. If someone is not available to take your call, please leave a message on our answering system.
- ❖ All cancellations and no-shows will be documented in our medical records and appropriately reported to your physician and Insurance/Third party payor.
- ❖ If you accumulate 2 cancellations or no-shows, your therapist may refer you back to your Physician before scheduling another appointment or may choose to discharge you from therapy and report this to your Physician.
- ❖ If you do not honor a scheduled appointment either by late cancellation or no show, then you will be charged a fee, due upon your next scheduled visit.

We believe that this policy is necessary for the benefits of all patients, so that we can continue to provide high quality treatment and service to everyone.

All Jamaica Physical Therapy staff and patients appreciate your cooperation and adherence with this policy.

[For office use only]

Office Cancellation Fee \$ \_\_\_\_\_

Patient Acknowledgment / Signature

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Date

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