

*A SPECIAL WORD TO OUR PATIENT'S  
ABOUT YOUR RESERVATION TIME WITH US*

The unique quality of our firm is shown by the high level of professional care provided to each of our patients. Because health care is expensive and quality care should not be compromised, we provide hands-on, direct professional care from a licensed Physical Therapist and/or licensed Physical Therapist Assistant. Your appointment is really a reservation. We believe, on faith, that if a patient says they are going to arrive for a reservation that they will be here at our office on time. This means that we will hold your reservation especially for you and not give it to any other patient. If you miss your reservation, we still have to pay our professional staff who had reserved their time for you.

Please understand our policy related to your reservation:

1. There will be no penalty for patients who cancel their reservation twenty-four (24) hours in advance. Thank you for your courtesy. We will reschedule you for another date. Emergencies will be understood and will not apply to this policy.
2. **If you cancel your reservation with less than twenty-four (24) hours notice to us you will be charged \$25.00 for your first missed reservation time and \$40.00 each additional missed reservation.** Remember, our costs continue, whether or not you are treated. If we do not have the opportunity to treat you, then we cannot bill your insurance. Understand, please, that charges for missed reservations are never covered by any type of insurance coverage, and these expenses will be directly out of your pocket.
3. If you have been injured on the job and/or are sponsored by Worker's Compensation Insurance, be aware that we are obligated to notify your insurance company and your physician when you miss a physical therapy reservation without proper notice.

We really do not want to apply any of the regulations found in this letter. Our goal is to achieve for you the highest quality of care in an efficient and timely manner. We hope you understand our position in these sensitive matters and we look forward to working with you.

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Date

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Signature