

## Physical Therapy - Cancellation Policy

### Please read the following cancellation policy carefully:

ONS strives to provide each patient with the highest quality of care while attempting to accommodate your schedule. We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notification allows us to offer your time to another patient who is in need of services. Therefore ONS has implemented the following 24 hour cancellation policy.

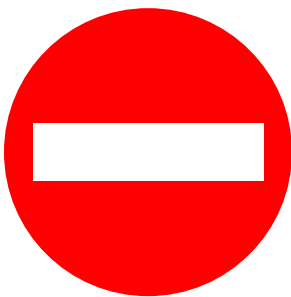
---

- 1) ONS physical therapy patients must provide our office 24-hours' notice to change or cancel an appointment. Patients who do not arrive for a scheduled appointment or do not provide 24-hours' notice to change an appointment will be charged a \$50 cancellation fee. This charge cannot be billed to insurance and must be paid on or before the next appointment.
  - 2) If you arrive 15 minutes late for your visit, your appointment may need to be modified or cancelled and the 24-hour cancellation policy will apply.
  - 3) Your treatment plan has been established by your physical therapist to get you back to your regular activities as quickly as possible. Missing appointments may impede that process and prolong your recovery.
  - 4) Repeated failure to comply with this policy will result in your name being placed on a "Schedule Based on Availability" list. This will require you to call for an open appointment each day that you would like to receive therapy and our staff will do what they can to accommodate you as space on the schedule permits.
- 

Thank you for your courtesy. Signing below indicates that you understand and agree to the terms of this policy.

Patient Name:

Date:



---

Signature of Responsible Party