

Northern Arizona Rehabilitation & Fitness Cancellation and No Show Appointment Policy

The following are our policies regarding cancellations and no-shows. We take this subject seriously at the clinic, because it can make the difference between whether you succeed in your treatment or not. Usually your referring doctor and/or your therapist have prescribed a set frequency of treatment. Showing up as scheduled for these visits is your most important job. Other than that, all you need to do is follow your therapist's instructions and we will be able to help you achieve your goals in treatment.

- We require **24 hours** notice in the event of a cancellation. It is your responsibility, when you call in, to have an alternative time in mind that will ensure you get in the full prescribed number of treatments that week whenever possible. (In some cases, this may not work since some forms of treatment do not work well if given two sequential days.)
- There will be a **\$25.00** charge for appointment cancellation without 24 hour notice. This charge will not be covered by insurance, but will have to be paid by you personally.
- For **Worker's Compensation** and **AHCCCS** patients, documentation of any missed appointments must be forwarded to your Case Manager and Primary Physician which could jeopardize your claim.
- You may need to see a therapist other than the one who normally treats you if you re-arrange your appointment. All of our therapists are experienced professionals, and they study your patient chart, so you will be in good hands.
- Please understand that your pain may increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a reason not to come in: a) you're feeling worse and think the treatment is not working or, b) you're feeling better and it's a great day for hiking. Neither of these conditions is legitimate as a reason not to come. If you're in pain, come in and get it fixed. If you're out of pain, now is the time that we can begin doing some real correction of the underlying causes of your problem, educate you so you won't re-injure yourself, etc.

When you do not show as scheduled, three people are affected: you because you don't get the treatment you need as prescribed by the doctor and /or PT; the therapist who now has a space in their schedule since the time was reserved for you personally; and another patient who could have been scheduled for treatment if there had been proper notice.

If you do not show for 2 consecutive appointments or three appointments during the course of your therapy or if you fail to return repeated telephone calls from our staff; your referring physician and case manager will be notified. All remaining appointments will subsequently be removed from your schedule.

Please co-operate with us in this regard. We're looking forward to working with you.

I have reviewed this policy with a member of NARF staff. I understand and agree to abide by this policy.

Patient Signature

Date

NARF Staff Signature

Date