

NO-SHOW CANCELLATION POLICY

Dear Patients:

At Probility Therapy Services, we truly value our patients' time, just as we hope that you value ours. Whenever a patient does not appear for a scheduled appointment, everyone is affected – you do not receive the treatment that was needed and a treatment spot goes unutilized that another patient could have benefited from. To avoid this, Probility adheres to a strict no-show cancellation policy. A cancellation or no-show is documented when the following occurs:

- 1) The patient cancels or does not show up for their appointment without giving 24 hours notice of their scheduled appointment and
- 2) The patient does not reschedule their appointment within the same week.

Please make every effort to provide at least 24 hours notice if an appointment must be missed.

Patients will be given the chance to reschedule one appointment (when they give less than 24 hours notice) each week. Any more than that in a given week will be classified as a cancellation or no-show.

In the event of three cancellations or no-shows within 30 days, the patient will be charged a fee of \$25.00. The patient will continue to be charged for each additional cancellation or no-show thereafter. If a patient demonstrates a habitual record of cancellations/no-shows (classified as four cancellations or no-shows within 30 days, or six within 60 days), they will no longer be able to schedule appointments in advance. A patient may, however, still call to schedule a same day appointment. In some cases, patients will be discharged if they have a record of too many cancellations or no-shows.

We understand unexpected conflicts can occur and that your lives are as busy as ours. We strive to work together with you to fit your schedules. Thank you for your understanding and cooperation.

Sincerely,



Patrick Hoban
PT, MS, ATC, FF-CIMT
President
Probility Therapy Services