



MISSED APPOINTMENTS NOTICE

The missed appointments policy is in place out of respect for your therapist and common courtesy to other patients. We only treat patients one at a time and your appointment is reserved just for you. When patients miss their appointment or do not contact us in advance to cancel, we are unable to schedule another patient during that time.

Patients who miss, cancel, reschedule, or run late for appointments may lose their privilege to schedule in advance and be restricted to 'Same Day Appointments' only. These patients are not permitted to schedule appointments until the day they wish to be seen. Same Day Appointments often have limited availability, which may impede the original plan of care and recovery time.

Patients who need to cancel or reschedule appointments are asked to contact us before 4pm of the previous business day so we can fill those slots with other patients waiting to be seen. Patients who miss multiple appointments or cannot maintain their plan of care may be discharged or encouraged to seek another organization that has the resources to accommodate patients with special scheduling needs.

Patients who wish to resume scheduling in advance should speak with us about their options.

USE OF INSURANCE NOTICE

If you plan to use insurance, we make NO guarantees about what you will owe!

The information our staff provides you is only a relay of the information we receive from your insurance company and they often provide us with inaccurate information. The amount we collect at the time of service is only an estimate of what you may owe. We highly recommend that you read your policy carefully to identify your benefits, visit authorizations, limits, and exclusions. Consult with your insurance carrier if you have questions. We will bill you based on our standard fee schedule for any amount due that your insurance company does not pay due to error or indicates is your responsibility.

The amount we collect from you at the time of service, is only an estimate. This estimate is provided to us by your insurance company. It is not a guarantee of full payment. Errors on the part of the insurance company are between you and your insurance carrier and you will be billed by us for any balance due based on your Explanation Of Benefits (EOB) which is provided to you and us by your insurance company.

If you want a cost guarantee, use our Same Day Pay rates!

We encourage all patients to consider our discounted Same Day Pay (SDP) rates. We guarantee that we won't charge you a penny more than the rate we provide you. You can then file a claim with your insurance for reimbursement, but you should know that your insurance company may or may not reimburse you. If you do not make your payment on the same day as your visit, you will be charged based on the standard fee schedule rate, which is likely much higher than the Same Day Pay rate.

By signing, I agree that I have read, understand, and accept the conditions stated above.

Patient or Legal Guardian's Signature: _____ **Date:** _____