



New Heights Performance Physical Therapy

No Show/Cancellation Policy:

Thank you for choosing New Heights Physical Therapy as your physical therapy provider.

We are sincerely dedicated in assisting you meet your therapy goals. In order to do this, it is important that you attend all scheduled therapy appointments. Consistent attendance allows you and your therapist to progress your treatment program which will result in quicker recovery and better outcomes.

We realize that there are times when unforeseen circumstances make it impossible to attend your scheduled appointment. If this happens, please give us as much notice as possible so we can reschedule your appointment and open that time slot for another client. If you are calling after hours you may leave a message at 651-905-9000. Canceling an appointment with short notice or no-showing an appointment takes up clinic time that could benefit another person.

In order to enforce this policy, you will be charged \$50 if you cancel an appointment less than 24 hours before your appointment time or do not show for an appointment. Your insurance does not cover charges for late cancellations or no-shows, it is the patient's responsibility. "No Showing" or canceling appointments without a 24 hour notice more than three times will unfortunately limit your ability to schedule advanced appointments and will result in same day scheduling only.

We want to make your physical therapy experience as beneficial as possible and your commitment is a very importance part of this. If you know you are going to have a difficult time making your appointments, please discuss with your therapist. We will try to accommodate your needs.

Thank you.

Patient/Parent/Legal Guardian Signature: _____ Date: _____