



IDEAL MOTION PHYSICAL THERAPY

No Show Policy

Final Approval of Policy: IDEAL MOTION PHYSICAL THERAPY

The No Show Policy applies to the scheduled appointments for which the patient does not appear on time and does not contact IDEAL MOTION PHYSICAL THERAPY

Management has decided that when a patient does not appear for a scheduled appointment there is a loss of revenue for the practice directly caused by having reserved that time for that patient. This also includes repeat cancellations of scheduled appointments.

Procedure

- 1) IDEAL MOTION PHYSICAL THERAPY has the right to discharge me from physical therapy services when I did not appear for a scheduled appointment, or were more than 15 minutes late, under these conditions:
 - a. The Scheduling Staff set the appointment with the patients, and it is in the scheduling data of the practice.
 - b. The patient did not contact IDEAL MOTION PHYSICAL THERAPY at least 6 hours before the scheduled appointment to either cancel or reschedule.
 - c. The provider was present and expecting the patient.
 - d. The repeated cancellations of appointments for scheduled treatment greater than 3 cancellations will be subject for review and discharge from services.
- 2) The office staff will not make new appointments for patients with more than 3 no show charges within a year without contacting the office manager or provider for approval.

Home Instruction/Exercise Program

- 1) it is imperative to progression in physical therapy for our clients to perform their home exercise programs that are set up, lack of follow through on a home exercise program and education provided is the clients responsibility. If it is determined the client is not performing instruction/established exercise program as was established the client is subject to discharge due to lack of participation.

Client Signature

Date

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