



Cancellation/No-Show Policy

Because we care about you, we emphasize your own commitment to therapy. We know from experience this is essential to your recovery. Your adherence to the recommended number of visits is vital to your recovery, and therefore we have certain rules that need to be followed in order to achieve maximum results.

We expect you to attend all of your scheduled appointments to fulfill your maximal potential in your recovery.

If you cancel without proper notice or fail to show for visits, three people are affected.

1. You, the patient, are not receiving treatment prescribed by your doctor.
2. The therapist, who devoted their time to your appointment.
3. Other patients, who could have been scheduled if proper notice was given.

Therefore, Active PT has the following policy regarding patients who cancel or no-show for appointments:

1. **Cancelled visits require a 24-hour notice** (unless appropriate explanation given).
2. If a patient no-shows or cancels an appointment with less than 24 hours of notice twice, they will be removed from the schedule and **receive a fee of \$25**.
3. If a patient wants to continue therapy after being removed from the schedule, any further visits will be scheduled on an individual basis.

Please sign the policy receipt and acknowledgement and agreement form to verify that you have been notified of our cancellation policy.