



CANCELLATION / NO SHOW POLICY

Thank you for trusting your medical care to PDR Physical Therapy & Wellness Center. We are committed to providing the utmost medical care and ensuring that our patients receive the care they need and deserve. To maintain a high standard of care and affordable costs of services, we ask our patients to review and adhere to our cancellation policy.

Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, and **no later than 24 hours** before your scheduled visit (**24 hours from the time of your visit, not a day before**). This gives us time to schedule other patients who may be waiting for treatment. To cancel or reschedule your appointment, please call or text one of the following numbers:

Main line: (847) 459 4779

Front desk (direct line): (224) 333 1282

Mobile (if other lines do not work): (224) 523 6404

A message can always be left on our voice mailbox to avoid a cancellation fee being charged.

- Effective May 1, 2022, any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours notice will be considered a no-show and **charged a \$50.00 fee.**
- Any established patient who fails to show or cancels/reschedules a visit with no 24-hour notice a second time will be charged a **\$100.00 fee.**
- If a patient cancels or reschedules for a third time without notifying us 24 hours in advance, **a full appointment fee of \$140 will be charged.** After three consecutive no-shows, we reserve the right to terminate treatment.
- If you are a worker's compensation patient, please be advised that your employer, physician, and case manager will be notified of each missed visit.
- Any new patient who fails to show up for their initial visit will not be rescheduled unless a no-show fee of **\$160** is paid before the next appointment.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.
- If an appointment is scheduled on Monday or a day immediately following a holiday, **it must be canceled on the last business day before the holiday.**
- As a courtesy, when time allows, we make reminder calls or texts. Please note, that if a reminder call or message is not received, that does not mean that the visit is canceled and the cancellation policy remains in effect.
- If you find that you are running late, we request that you call our office immediately. We try to be as accommodating as possible, however, if your therapist does not feel that a productive treatment can be provided in the time remaining, you may be asked to reschedule your visit.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. In such a circumstance, consideration will be given and a one-time exception may be granted.