



First Step Physical Therapy at its finest!

CANCELLATION POLICY

First Step: *Physical Therapy at its finest!* is pleased to be able to assist you with your individual recovery program. We will do everything within our power to schedule you for the treatment days and times that you desire. In return, First Step requests from you as much notice as possible when you must cancel your scheduled appointments. Late notice of cancellation is disruptive and makes it impossible for another person to take advantage of the sudden opening in the schedule.

We do understand that emergencies can and do come up; therefore First Step has a three strike rule. This means that you will be totally excused for your first emergency AND for your second emergency. For those very few persons that will fall into the three strike rule, your third and all following late cancellations will be charged in full accordance to the following 24 hour cancellation policy.

First Step's 24 hour cancellation policy is calculated separately for each type of service. One hour of Homework Helpers will require a full 24 hours notice to avoid a 'Late Cancellation Fee'. Two hours of Exercise Training will require a full 48 hours notice to avoid a 'Late Cancellation Fee'. Three hours of Physical Therapy will require a full 72 hours to avoid a 'Late Cancellation Fee'.

A 'Late Cancellation Fee' will be charged without therapy codes and will not be reimbursed to you by your insurance carrier. The 'Late Cancellation Fee' must be collected prior to receiving any and all future services at First Step.

Follow along with a few examples. If you have scheduled for 3 hours of physical therapy, you must call a full 72 hours prior to your start time to avoid the 'Late Cancellation Fee'. If your 3 hours of physical therapy was scheduled to begin at 11:00 AM on Monday, you would need to contact First Step no later than 11:00 AM the Friday prior to avoid the 'Late Cancellation Fee'. If you provide more than 48 hours (but less than 72 hours) notice for a 3 hour appointment, you will only be charged a 1 hour 'Late Cancellation Fee'. If you provide more than 24 hours (but less than 48 hours) notice for a 3 hour appointment, you will only be charged a 2 hour 'Late Cancellation Fee'. Less than 24 hours notice for a 3 hour appointment will result in a full 3 hours 'Late Cancellation Fee'.

After reading thoroughly, feel free to ask any questions you may have, and then sign where indicated below.

I have read thoroughly and agree to abide by the above Cancellation Policy.

SIGN _____	Relationship to Patient _____
PRINT _____	DATE _____
WITNESS _____	DATE _____

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