



No-Show / Same-day Cancellation Policy

At **Chautauqua Physical and Occupational Therapy**, we expect you to get the most out of your therapy visits. Your therapist will provide you with your plan for care during the evaluation appointment and will inform you of the required number of visits to help you meet your goals. A recently published study found that patients who attend all their therapy visits are 93% more likely to fully recover from an injury whereas those that miss even one visit have a lower potential for recovery. It is extremely important that you attend your scheduled appointments.

Our schedule is very full and certain time slots are not always available for patients who need them. If you need to cancel or change a scheduled appointment, for any reason, we require a day's notice of the cancellation. When you call, we will assist you in rescheduling this appointment because helping you recover is very important to our team.

Please read our policy and sign at the bottom indicating you understand our same-day cancellation / no-show policy.

1. As experts, we know that **you will not get better if you do not attend your appointments**. When you call to cancel an appointment, have your schedule ready as we will reschedule you right away.
2. While we understand that illness can strike at anytime, repeated cancellations for illness without 24 hours' notice will not be an accepted excuse for late notice. If you are ill, providing at least a days' notice will allow us to help someone else and will help you avoid our missed visit fee.
3. For all appointments, we expect that you will arrive on time, dressed for your session, and ready to begin at your scheduled treatment time.
4. While traffic can be unpredictable, we need you to call us immediately if you're running late for your scheduled appointment, so we can be prepared for your late arrival.
5. Please also be aware that if you are late for your appointment, you are missing the time that we have specifically scheduled for your care and we cannot guarantee that we will be able to provide you with your full treatment as we have reserved the appointment time following yours for someone else. Chronically late patients will be asked to change their appointment times.
6. Please note: when you need to change or cancel an appointment, we need 24 hours' notice, so we have enough time to help someone else who needs that appointment time. Same-day cancellations or no-shows are not permitted and there is a **\$20.00 charge if you do not provide at least a days' notice of your appointment change or cancellation**. **This is your responsibility as insurance will not cover it. For Worker's Compensation and Personal Injury patients, documentation of missed appointments will be forwarded to your case manager and Primary Care Physician. This could jeopardize your claim.** To avoid our missed visit fee, call our office during business hours – (716) 488-2322 at least a day in advance for any appointment changes or cancellations. This will allow us to reschedule you for another time and help other patients get the care they need by offering that appointment time.

**Our business hours are: Monday, Tuesday, Thursday – 7 am – 7 pm, Wednesday – 7 am – 6 pm,
Friday – 7 am – 5 pm and Saturdays 8 am – noon**

We look forward to working with you to meet your therapy goals.

Dr. Patrick Green, PT, DPT, MS, Cert MDT, Owner

I have read this policy and by signing below I am indicating that I understand and will adhere to this policy.
After signature, you will receive a copy for your records.

Patient Signature

Printed Patient Name

Date