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## I-Health Physical Therapy Inc.

### **Patient Attendance Policy**

Our staff at IHealth Physical Therapy Inc strives best to provide highest quality of care by preparing your appointment that accommodates each patient's schedule. Therefore, a patient must make his/her best efforts to attend each appointment scheduled in a timely manner. Consistent attendance will help you best to meet your health goals.

IHealth Physical Therapy is sensitive towards situations of emergencies, which may result into cancellations, tardiness and absences and will best accommodate you.

However, your cooperation is needed in maintaining our attendance policy as below:

- Patients are to give 24 hours' notice before cancelling any scheduled appointment.
- Patient will be rescheduled to the next available appointment.
- With subsequent 3 NO SHOWS (cancellations without notice), patient will be discharged from therapy and referring provider and insurance will be notified of the discharge.
- All cancellations and absences will be documented in your medical record and reported to your physician and insurance company or third-party payor.
- Patient must arrive on time for the scheduled visits.
- Please notify us if arriving late for the appointment at least 15 minutes before the scheduled time.
- If the patient is late for the appointment, it is at the Physical Therapist's discretion if they will be seen. If there is not an adequate time to properly treat the patient, patient will be rescheduled.
- Physical Therapists will be treating patients only during the open office hours and if you are the last patient for the Therapist's schedule, the Therapist is not required to stay over time, so please arrive on time.
- Patients are requested to dress appropriately for therapy which allows the Therapist and patient to perform proper stretching, exercises and expose the body part for the treatment.