

116 South Lane Street

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**Cancellation and Missed Appointment Policy**  
Our goal is to provide quality individualized physical therapy in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to our care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of physical therapy.  **Cancellation of an Appointment** In order to be respectful of the needs of other patients, please be courteous and call Transcend Physical Therapy promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely physical therapy. Early notifications also help us to staff properly. **Late Cancellations**: A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice. **No Show Policy**: A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show."

* **First missed appointment: There will be no charge**
* **Second missed appointment: $25 fee will be billed to your account**
* **After the third or more missed appointment: You may be discharged from our practice**

We appreciate your thoughtfulness and consideration of our policy. If you have any questions regarding this policy, please ask our front desk staff.

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Patient’s Signature Date