

Cancellation and No-Show Policy & Credit Card on File

The **cancellation and no-show policy** has been established in order to provide the highest level of physical therapy service to all our patients. It has been proven that consistent attendance provides for the greatest opportunity for success. By providing us notice of a cancellation, we may be able to accommodate other patients with your appointment slot.

- Patients must call at least 24 hours prior to their scheduled time, when they knowingly are unable to make their appointment. Cancellations within 24 hours of appointment will be considered a late cancellation.
- **There is a \$50 no-show and/or late cancellation fee. Payable through CC on file.**
- **After two (2) no shows/late cancellations within a 60-day period, the patient will be able to schedule same day appointments only.**
- Patients will be provided copies of their scheduled appointments and given appointment reminders by their choice of email, phone, or text.

At Recovery Waters Physical Therapy, we require **a credit or debit card to be on file** for your convenience. This is to pay for the portion of services that your insurance does not cover, but for which you are liable. Your card will only be charged after notifying you.

Your credit card information is kept confidential and secure.

Credit Card Information

Name: _____ CVV: _____

_____-_____-_____-_____ Exp: ____/____ Zip _____

I, the undersigned, authorize and request Recovery Waters Physical Therapy LLC to charge my credit card, indicated above, for balances due for services rendered that my insurance company identifies as my financial responsibility and any cancelled appointments not received before 24 hours of the scheduled visit.

Patient Signature _____

Print Name _____

Date _____