

VASTA PHYSICAL THERAPY Inc.

We ask that you help us to serve you by keeping your scheduled appointment. Appointments that are missed or cancelled at the last minute are not able to be given to other patients who need an appointment.

We ask that you are on time so that you can be given the full benefit of your therapy session.

Any patient who arrives more than 15 minutes late may not be seen by the therapist, AND a **cancellation charge of \$45** will be applied. If a patient is running late, it is asked that you call our office and let us know so that we can inform the therapist.

VASTA PT requires at least 24 hours notice for appointment cancellation. Any appointment that is cancelled the same day or within 24 hours will result in a \$45 cancellation fee.

No shows are also a \$45 charge.

Please understand that we do NOT view this policy as a 'punishment.' This charge is not a reflection of anyone's 'fault,' or our attempt to place 'blame.' The majority of missed appointments happen for understandable reasons and are often a result of unforeseeable circumstances. It is simply a mechanism for us to mitigate the risk and financial burden we assume by blocking *prolonged* and *dedicated* treatment sessions.

If you fail to show for an appointment, or cancel with less than 24 hours notice twice, we reserve the right to refuse continued care at VASTA.

*****NO EXCEPTIONS!*****

The above information has been read and explained to me. I understand the office policy.

Patient name: _____ Date: _____

Signing for (if applicable): _____

*write name of patient if signing as guarantor