

## **Next Level Spine and Sports - Cancellation and No-Show Policy**

At Next Level, we strive to provide the best evidence-based care by establishing individualized plans based on your needs and your physician's recommendations. Your adherence to the recommended plan of care is a vital component of your progress, and we emphasize the importance of your commitment. While we understand that unforeseen circumstances may arise, we must enforce our cancellation policy to ensure we can provide the best possible one-on-one care and maintain an accessible, effective schedule for all patients.

### **1. Advance Notice:**

We require a minimum of **24 hours'** notice for all cancellations.

- For cancellations in Wexford, please call [724-719-2900].
- For cancellations in Mt. Lebanon, please call [412-527-5021].

Cancellations made with less than **24 hours' notice** will be subject to a **\$95 cancellation fee**, which is not covered by insurance and is the patient's responsibility. In extenuating emergency situations, this fee may be waived, but this decision is at the discretion of Next Level.

### **2. No-Show Policy:**

If you fail to attend your scheduled appointment without prior notification, a **no-show fee of \$95.00** will be charged without exception. This fee is not covered by insurance and is solely the patient's responsibility.

### **3. Rescheduling:**

If you need to reschedule your appointment, please contact our office as soon as possible. We will do our best to accommodate your request, but rescheduling is subject to availability.

**Late Reschedule:** If you attempt to reschedule within 24 hours of your scheduled appointment, it will be considered a late cancellation. We reserve the right to charge a **\$95 cancellation fee**. This fee will be waived if you reschedule to a different time on the same day (if availability allows).

### **4. Repeated Cancellations/No-Shows:**

In the event of repeated cancellations or no-shows, we reserve the right to discontinue care at the discretion of our providers. Regular attendance is crucial for achieving optimal outcomes, and it allows us to maintain the highest level of one-on-one clinical care for all

patients. If care is discontinued due to noncompliance with the prescribed rehabilitation plan, we will inform your referring physician.

### **5. Arriving to Your Appointment:**

Please arrive **at least 5 minutes prior** to your scheduled appointment to take full advantage of your clinical services. If you are running late, please call us as soon as possible to inform us. Appointment times will not be adjusted or extended due to late arrivals.

### **6. Paying Cancellation and No-Show Fees:**

Cancellation and no-show fees are not billable to insurance. To resume treatment following a late cancellation, late reschedule, or no-show, the \$95 fee must be paid before your next visit. Failure to pay the fee may result in discontinuation of care.

### **7. Signed Consent to Next Level Spine and Sports' Cancellation Policy:**

Thank you for being a valued patient and for your understanding as we implement this policy. It is a privilege to provide the highest level of one-on-one care to our patients. We believe this is essential to our practice, enabling us to help you achieve the best outcomes while reaching your goals. To maintain the quality of our services, it is important that patients respect the time of their clinicians, fellow patients, and themselves. This supports our mission to bring premier rehabilitative services to our community.

By signing below, you acknowledge that you have read, understand, and agree to abide by the policies outlined above.

Patient Name: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_