



## Reschedule, Cancellation and Refund Policies

### Reschedule and Cancellation Policies

PTcares Physiotherapy strives to provide each patient with the highest quality of care while attempting to accommodate your schedule for your convenience by providing a flexible plan of care and meeting in your home or office or gym.

Your consistent attendance of the planned treatment regimen is paramount to your full recovery. While we are sensitive to the fact that an emergency may occur in a rare instance, cancellations, especially last minute ones, along with patient no-shows, decrease our ability to accommodate the scheduling needs of the other patients. Additionally, no-shows display a complete lack of respect for your therapist and fellow patients. We must ask for your full cooperation with the following policy:

If you are more than **30** minutes late for your appointment and fail to notify us, treatment may be cancelled and a 20 dollars fee charged for missing the appointment. A scheduled appointment **MUST BE CANCELLED AT LEAST 6 HOURS IN ADVANCE** or a 20 dollars fee will be charged for that appointment. **THE PATIENT IS RESPONSIBLE FOR THE FEE, NOT THE INSURANCE/THIRD PARTY PAYOR.** No cancellation fee will be charged if the missed appointment is made up within the next 7 days when it was scheduled on a day that you do not have another appointment scheduled. We believe that this policy is necessary for the benefit of all our patients, so that we may continue to provide high quality treatment and service to everyone. All of the staff at PTcares Physiotherapy appreciates your anticipated adherence and cooperation with this policy. We are here to help you attain all of your goals and optimize your return to all of your pre-injury activities.

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 Patient Acknowledgement/Signature      Date

### Refund Policies

At PTcares Physiotherapy we believe our service will provide valuable benefits for you to achieve your ultimate goals. We want to be **YOUR** personal physical therapist for now and future. Just like how you use "My" in front your Hairdresser, dentist, and family doctor, we want you to call us as "**My** physical therapist(s)".

Your experience with our service is very important to us. Based on your specific medical condition(s), we recommended a discussion of your progression **every 3 weeks**.

**We offer 100% worry-free guarantee refund policy:**

***If you absolutely do not benefit from PTcares personal PT service, you can request a FULL REFUND with 100% guarantee!***

**Refund will be applied to PT visit fees within 21 days after the day of the service.**

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 Patient Acknowledgement/Signature      Date