



#### LATE CANCEL & ATTENDANCE POLICY

At Ascent Physical Therapy, we require that you notify our office no later than 12 hours before your scheduled appointment time if you need to cancel or re-schedule your appointment. Please contact the office and leave a voicemail if you are unable to speak with anyone or email your therapist directly. We often operate on a waitlist, so proper notification allows another patient to be treated.

We will send a courtesy appointment reminder via text approximately 48 hours before your next appointment. Reminders are not guaranteed and we recommend you keep your appointments on your personal calendar. Not giving 12-hour notice may result in a \$75 fee depending on circumstance.

If you arrive 15 minutes late to your appointment start time, you will be charged a \$35 late fee. Arrival later than 20 minutes can result in your therapist cancelling your appointment, and you will owe the \$75 late cancellation fee. These charges are not covered by your insurance and will have to be paid by you personally.

Additionally, 3 No-Shows may warrant the discharge from further therapy sessions at Ascent. We can offer alternative clinics that may better fit your needs. We appreciate your consideration and cooperation.

I, \_\_\_\_\_, have read and understand these policies.

(PRINT NAME)

PATIENT/GUARDIAN SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

CELL NUMBER FOR APPOINTMENT TEXT REMINDERS\*: \_\_\_\_\_

\*It is recommended to not solely rely on text reminders for your appointments, check directly with your therapist as needed.

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Payment for late cancellation/no show fees will need to be paid prior to any next appointment. You may fill out your credit card information below or bring payment with you to your next visit. Thank you.

CC#: \_\_\_\_\_ Expiration: \_\_\_\_\_

CVV Code: \_\_\_\_\_ Billing Zip: \_\_\_\_\_