

AUSTIN REHAB OF UNION CANCELLATION/MISSED APPOINTMENT POLICY

Our goal is to provide quality care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients.

Cancellation of an Appointment:

In order to be respectful of other patients, please be courteous and call the office promptly if you are unable to attend a scheduled appointment. This time will be reallocated to another patient. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Calling early in the day is appreciated.

How to Cancel Your Appointment:

To cancel appointments, please call 864-429-3003. If you do not reach anyone you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please be sure to leave us your phone number and best time to return your call.

No Show Policy:

A “no-show” is someone who misses an appointment without calling 24 hours in advance to cancel. “No-shows” inconvenience those patients who need access to therapy in a timely manner, as well as the physical therapist. A failure to show up at the time of a scheduled appointment will be recorded in the patients chart as a “no-show”. The first time there is a “no-show” there will be no charge to the patient. Any additional “no-shows” will result in a fee of \$10 to the patients account, which must be paid before being seen for your next visit.

Late Cancellations:

Late cancellations will be considered as a “no-show”. Cancellations made more than 24 hours in advance of your scheduled appointment time will not be assessed a cancellation fee.

**Thank You
Austin Rehab of Union**

Effective August 1,2017