Riverside Physical Therapy
486 White Mountain Highway, Suite E
Conway, NH 03818
207-223-3465 Fax 207.203.6233
www.riversideptnh.com

CANCELLATION / NO SHOW POLICY

Due to the high demand for Rehabilitation Services, Riverside Physical Therapy enforces the following policy for appointment cancellations and no-shows.

If you are unable to attend an appointment, we request that you call or email to **cancel at least 24 hours in advance**. When a session is missed without giving advance notice, or a change is requested at the last minute, we lose the opportunity to offer that time to someone else who is on our waiting list.

Clients are responsible for all sessions they have scheduled. **Clients who choose not to attend, or those who call to reschedule their sessions at the last minute, will be charged a fee** equal to the amount of their missed appointment. The fee for a missed appointment will be charged that day and will be processed using the card on file to hold the reserved appointment.

We understand emergencies, illnesses and inclement weather do occur. If any of these events occur, please contact us within 24 hours of your scheduled appointment to avoid being charged a fee.

Tardiness
We suggest that you arrive for your appointment 5 minutes before the scheduled start time and that you are considerate of the next client's time when your session ends. Please know that if we start late your treatment time will be shortened and the regular fee will apply.

Thank you for your cooperation.

By signing below, I certify that I have read the above policies and procedures, understand them, and will comply with them. I agree that Riverside Physical Therapy has the right to charge me for scheduled appointments missed by late cancellations, or absence on arrival as described above.

Signature of Patient/Guardian:_____

Date:_____

Print Name of Patient/Guardian:_____

Date:_____