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## Cancellation and No Show Policy

**Life happens.** At Physio PDX, we know and appreciate that unplanned schedule surprises can pop up and completely change your availability. In order to provide the best possible care to our patients, we maintain the following policies.

If you must miss your appointment, we kindly request that you notify us at least 24 hours prior to your appointment time. You may cancel late (within 24 hours of visit) twice without penalty. If you cancel on short notice a third time, you will be charged for **100%** of the cost of your missed appointment.

If you miss your appointment without notifying us, you will be considered a 'no-show', and we will worry about you. You will also be responsible for **100%** of the planned appointment session rate.

### Why do these policies exist?

You are paying us to be your guide, your coach, and your therapist to improve your well being in a one-on-one session. When you cancel late or simply don't show up, you are missing out on the care *you* should be receiving. Plus, you prevent us from providing care to another patient in our community that might have been treated during that time slot.

**Please be considerate**, and plan ahead the best you can. If you think reminders will help you show up, please let us know. **We don't mind reminding you, as many times as it takes!**

## Payment Policy

Your initial evaluation is \$180.00 and follow up treatment sessions are \$150.00 for 60min of direct one-on-one patient care.

**\*\*If your condition allows for shorter sessions, we may be willing to adjust the length of time and relative cost of visits to accommodate you on an as needed basis only. Please express interest in this and we can discuss further on an individual basis.**

### Full payment is always due at the time of service.

Payment may be received in the form of: cash, check, or credit card.

We are not contracted with any insurance companies. **However**, the payments you make **may be reimbursable** by your insurance company under your out of network physical therapy benefits; the exact percentage depends upon your individual plan. Due to the complex nature of insurance claims and reimbursement, I make no promises as to whether you will receive reimbursement. Please refer to the *Insurance Benefits Worksheet* for information about how to seek reimbursement from your insurance company. Physio PDX will assist you in any way that we can. It is ultimately up to you, the patient, to pursue insurance reimbursement.

I, the patient, have read, understand, and agree to observe the above policies:

Print: \_\_\_\_\_ Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for your prompt payment, and consideration to our schedule for the sake of all our patients.

Sincerely,

Sarah H. Stuhr, PT, DPT, FAAOMPT