



NORTH SHORE REHAB **ATTENDANCE POLICY**

We strive to provide the highest quality of care while attempting to accommodate each patient's schedule. Therefore, we provide each patient with a reserved time slot to minimize wait time and ensure continuity of care. Consistent attendance and adherence to the planned treatment regimen is paramount to your care and recovery.

- ❖ If a patient is more than 30 minutes late for an appointment and fails to notify the clinic of the tardiness, treatment may be cancelled and a cancellation fee charged for missing the appointment.
- ❖ A scheduled appointment **MUST BE CANCELLED AT LEAST 24 HOURS IN ADVANCE** or a cancellation fee will be charged for that appointment.
- ❖ Failure to show up for a scheduled appointment without providing the clinic advanced notification of your absence will result in a fee being charged for that appointment. Furthermore, 2 consecutive absences without advanced notification may result in the cancellation of all your remaining scheduled appointments, as such failures may negatively impact your treatment plan.
- ❖ **ALL PATIENTS** that cancel a scheduled appointment less than 24 hours in advance, are late to an appointment or absent from a scheduled appointment will be charged a \$50.00 **CANCELLATION FEE. THE PATIENT IS RESPONSIBLE FOR THE FEE, NOT THE INSURANCE COMPANY OR THIRD PARTY PAYOR.**
- ❖ All cancellations and absences will be documented in your medical record and reported to your physician and insurance company or third party payor.

By signing below, I acknowledge that I have read the foregoing company policy and agree to its terms:

Patient Acknowledgement/Signature

Date