

No Show/Cancellation Policy

Thank you for choosing PT Northwest to meet your physical rehabilitation needs. At PT Northwest, we view rehabilitation as a team approach between patient and therapist. We will do our best work for you, but need you to be an active participant in your rehab. This includes regular attendance at your scheduled therapy sessions. Thus, we want to make you aware of our no show and cancellation policies.

As you were informed on the phone, at the time of scheduling your first visit, we require 24 hours notification to cancel/reschedule your initial evaluation. **If you fail to give this notification, your referring provider will be notified of your failed appointment and you will not be rescheduled.**

If you are unable to keep your scheduled follow-up appointment, we would appreciate a telephone call at least 24 hours in advance. We completely understand that there are instances when you will need to cancel an appointment. **However, if you fail to attend your scheduled appointment two times, cancel two times without 24 hour notice, or have a total of 3 cancellations for any reason, we will not be able to continue scheduling appointments for you and you will be dismissed from therapy.**

Dismissal from PT Northwest, due to breach of this policy, means that you will not qualify for care at a PT Northwest facility for any future therapy needs. If you are dismissed due to any of the reasons in this policy, a letter will be sent to your referring physician letting him/her know of our attendance policy and that you have been dismissed. If you want continued therapy you will need to fill out an appeals document and submit for review, as well as, get a new referral from your provider.

If it is recommended that you schedule a follow up appointment, but you need to check your schedule first, we will **leave it up to you to call us for an appointment**. If you have not contacted us within a week, we will give you a call. If we do not hear back from you, you will be discharged from your therapy.

We will make every attempt to accommodate your schedule. If you fail to show for your appointment, we will call to reschedule a time for you. If, after one attempt to reach you we do not hear back from you within 7 days, you will be discharged from your therapy. If you are having troubles scheduling an appointment, please notify your PT Northwest Clinic Director.