

## Policies and Agreements



### CLIENTS MISSED APPOINTMENTS POLICIES

#### Definitions:

**Policy:** A method or course of action designed to influence and determine decisions; a guiding principle or procedure.

**Appointment:** A meeting with someone at a certain time or place.

**Missed:** Fail to keep, do, or be present at

It is our wish that each and every one of our clients receive the very best care and service possible. Your treatment program consists of a specific series of treatments given over a pre-planned time span. If you cannot follow this plan, then you will not receive the desired effect.

If we did not insist you meet all of your appointments, we would be doing you a disservice and it would indicate we did not care. We do care about you and the success of your program. Therefore, we have a few simple rules that we insist you follow:

1. Meet all of your scheduled appointments. Arrange the activities in your life so this can occur.
2. If you become ill, we still want you to come in; our therapies at the center will help you recover faster.
3. Please call and let us know 24 hours in advance if you need to cancel your appointment.
4. There is a **full charge** for missed appointments.
5. We have the right to refuse treatment to anyone that is late for their scheduled appointment and a full fee will be charged.
6. We do not bill insurance. We will provide a written receipt upon request. We are not a Medicare provider.

I have read and understand the above policy.

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Client's Name (Please Print)

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Date

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Client's Signature

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Staff Witness