

APPOINTMENT CANCELLATION POLICY

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance.

Our physical therapists want to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen. Although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for no-show appointments and those appointments not cancelled within 24 hours.

As of January 1, 2017, there will be a fee of \$25.00 assessed for all appointments not cancelled within 24 hours.

For aquatic therapy patients: due to cost of the rental fees for the Therapy Pool at the Severna Community Center, there will be a fee of \$40.00 assessed for all appointments cancelled with less than 24 hours' notice.

Thank you for being a valued patient and for your understanding and cooperation as we institute this policy. This policy will enable us to open otherwise unused appointments to better serve the need of all our patients.

The Staff of Severna Park Physical Therapy