



Cancellation and Attendance Policy

Hansen Physical Therapy values you as a patient and is committed to providing exceptional care. To ensure you become successful in your therapy program we must ask for your full cooperation in attending scheduled appointments. When you do not show up for your scheduled appointment, it creates an unused appointment slot that could have been used for another patient. The following policy is in place to benefit all of our patients and prevent unused appointment slots.

- Hansen Physical Therapy requests you provide our office with 24-hour notice prior to changing scheduled appointments.
- We ask that you arrive on time for your scheduled therapy appointments. We reserve the right to dismiss your appointment if you arrive 15 minutes late to your scheduled time.
- Cancellations and no shows will be documented in your medical record and reported to your physician. Insurance/third party payers will be notified if necessary.
- Failure to cancel 24-hours in advance or no show for an appointment three or more consecutive times will result in a charge to your account of \$40.00. This fee is not covered by insurance and will be the patient's responsibility.
- After three consecutive no show occurrences, Hansen Physical Therapy may opt for termination of our relationship.

We realize that circumstances outside of your control may arise on occasion. We will take that into consideration before assessing the \$40.00 fee.