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## *Attendance Policy*

Dynamic Physical Therapy is committed to improving the lives of our patients by exceeding expectations in the pursuit of excellence in the field of rehabilitation. We strive to be known as the best physical therapy practice in our community by achieving excellent results with the most friendly and most efficient staff.

In order to fulfill our mission and help you achieve your goals in a timely manner your physical therapist will help you to establish a treatment dosage – that is, the number of times per week you should attend physical therapy. This dosage of physical therapy should be treated the same as if you were prescribed a dosage of medication and should not be taken haphazardly. To make the largest gains in the shortest period of time, we expect that you will make every attempt to adhere to the weekly visit frequency prescribed during your initial examination.

Except in the case of a serious emergency, it is expected that you keep all your appointments. If you need to cancel an appointment, we require 24 hours notice. Every attempt should be made to reschedule any missed appointments within the same week by contacting our office and speaking with a member of our front desk staff. **In the instance of a cancellation without 24 hours notice or a no-show to a scheduled appointment, we reserve the right to charge you a \$25.00 fee.** Exceptions to this policy include inclement weather or sudden illness. However, we still request that you reschedule your missed appointment within the same week in order to maintain compliance with your prescribed dosage of physical therapy.

**We also reserve the right to discharge patients who routinely cancel or miss their scheduled appointments.** If 3 appointments in a row are missed or cancelled without cause (illness, hospitalization, family emergency) or if you attend fewer than 75% of your prescribed visits in a one month period, you will be discharged. If an appointment is missed and not rescheduled, we will make 2 attempts to contact you to reschedule that appointment. If our calls are not returned, then you will be discharged. Patients who are discharged in this manner will have a letter sent to their referring physician and/or case manager explaining the reason for the discharge. **We also reserve the right not to allow patients who are discharged for non-compliance with their established treatment frequency to return for future episodes of care at any of our facilities should the need arise.**

Our staff works very hard to help you meet your goals. Keeping your scheduled appointments is the key to a successful outcome. We trust that you will make every attempt to assist us in helping you and look forward to providing you with the highest quality of rehabilitation services.

**I acknowledge that I have read the “Attendance Policy” and understand that I may ask questions about this policy at any time.**

Patient/Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_