



## **No-Show & Cancellation Policy**

At Kinetic Physical Therapy Institute, it is our goal to help you achieve your physical therapy goals. Consistent and prompt attendance at your appointments is the best way to achieve the goals set at your initial appointment and allows for your therapist to see how you are progressing.

We know there may be times when unforeseen circumstances make it impossible to make your appointment either on-time or at all. If this happens, call us at **651-730-7771** (leave a message if we are closed on our scheduling voicemail – option 0) as soon as possible so we can schedule the time for another patient and reschedule your appointment. Cancelling your appointment with short notice or not showing up at all takes up clinic time that could benefit another patient.

If you cancel an appointment **less than 24 hours** before your appointment time or **do not show up** for your appointment, you **may be charged \$30**.

Three or more short-notice cancellations per year and/or two or more no-show appointments may **restrict your scheduling to same day appointments only**. You will be notified of your status change and this will significantly limit your options of therapists and appointment times. This restriction may never go away during your time as our patient.

We strive to provide excellent and beneficial physical therapy experience for our patients and keeping your appointments is a large part of this. If this policy is going to be an issue for you, please discuss this with your therapist. We will try to accommodate your needs. Thank you.