



SAN RAMON VALLEY PHYSICAL THERAPY

Specializing in Sports and Spinal Injuries

Missed/Canceled Appointment Agreement

Late canceling or missing an appointment means we are unable to fill this appointment time with another patient who needs physical therapy services.

As a valued patient, we ask for your cooperation in the following policy:

🕒 Timely Cancellations: If you need to cancel or reschedule your appointment, you must give us at least 24 hours notice. It is your responsibility to call either office and, if need be, leave a voicemail stating your reason for cancellation. No notice will be considered a missed appointment. **A late cancel or no-show will result in a \$60 charge.** *More than three missed or canceled appointments can result in patient dismissal.*

Initials _____

🕒 On Time Arrivals: If you are more than 15 minutes late to your appointment, this will be considered a missed appointment.

Initials _____

🕒 Text Reminders:

We have a text message reminder system that we offer as a courtesy to patients. Whether you receive a text or not, you are expected to know when your appointments are. Our front desk staff can provide a printed schedule upon request.

Confirmed cell phone number for text message reminders:

(_____) _____ - _____

I have read and fully understand the San Ramon Valley Physical Therapy Missed/Canceled Appointment Agreement. I understand my responsibility with keeping my appointments and notifying the front desk staff when I cannot within 24 hours. I acknowledge that failure to abide by the above stated policy that it will result in a \$60 charge.

Patient or Parent/Guardian Signature

Date