

EFFECTIVE IMMEDIATELY

APPOINTMENT CANCELLATION POLICY

Our goal is to provide quality care in a timely manner. In order to do so, we have had to implement an appointment cancellation policy. The policy enables us to better utilize available appointments for our patients/clients in need of care.

If it is necessary to cancel your scheduled appointment, we require that you call one working day in advance (24 hour notice). We pride our self on providing one-on-one care and not double booking patients so cancellations without advance notice cause us a loss in revenue and a missed opportunity to get someone else in.

Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely care.

To cancel appointments, please call our office at 910-603-2788. If you do not reach us please leave a detailed message on the voicemail.

Late cancellations will be considered as a “**no show**”. A “**no show**” is someone who misses an appointment without cancelling prior to 24 hours.

Personal Training: The charge will be the full amount for the missed appointment.

Physical Therapy

1st Missed Appointment: If rescheduled within the same week there will be no charge. Otherwise, the charge will be \$50.00 and is NOT covered by insurance. If you are someone that comes twice weekly and you miss an appointment the \$50.00 charge will apply.

2nd Missed Appointment: There will be a \$50.00 charge that will NOT be covered by your insurance.

3rd Missed Appointment: You will be charged the \$50.00 missed appointment fee and taken off the schedule. You may call in for a same day appointment if there is availability.

Signature: _____ Date: _____

SHSP Witness Signature: _____