

Cancellation Policy 8/1/2019

Focal Point PT strives to give the best client care possible. Few other PT offices offer 1hour, private treatments, with a licensed therapist. In order to maintain this treatment model, we depend on our clients to be engaged and involved in their treatment plan, including participation in scheduled appointments.

Revised August 1, 2019: Focal Point Physical Therapy's cancellation policy :

- 1) The amount of notice required for cancellations is 1 business day; (see chart below).
- 2) The cancellation fee for a missed appointment w/ less than 1 business day notice \$50.

Client cancellation: If you have to cancel an appointment, we would appreciate as much notice as possible. The more time we have to contact another patient to fill the vacancy, the better our clinic will run. Ultimately, it is the client's responsibility for keeping track of and attending therapy appointments.

Below, we have created a timeline grid explaining our cancellation policy.

Example: If you have a Monday appointment, you will need to cancel it on Friday, as we do not work over the weekend. (**NOTE:** The timeline is adjusted to the previous business day around a holiday.) ***A holiday does NOT count as a Business Day.***

Your appointment is:	Monday	Tuesday	Wednesday	Thursday	Friday
Appt. Time	Before Noon	Before Noon	Before Noon	Before Noon	Before Noon
Cxl by	Friday Before Noon	Monday Before Noon	Tuesday Before Noon	Wednesday Before Noon	Thursday Before Noon
Appt Time	After Noon	After Noon	After Noon	After Noon	After Noon
Cxl By	Friday Before 3PM	Monday Before 3PM	Tuesday Before 3PM	Wednesday Before 3PM	Thursday Before 3PM

Therapist Cancellation: On occasion, a therapist may have to cancel due to unforeseen circumstances. If this happens, we will try to get you in with a therapist as close as we can to your scheduled time. If no therapist is available, we will do our best to get you an appointment that works with both your schedule and your treatment plan. In either case, you will not be charged for the missed appointment.

Nobody's Perfect: We understand that schedules can change at the last moment, and that illnesses are not predictable. Therefore, we will waive the fee on the First Cancellation. You will receive a letter outlining the policy, but no fee will be charged. We do offer other accommodations if you have trouble keeping appointments, which we are happy to discuss with you. If you have any questions or comments about this policy, please contact Dave Dittmer, Practice Manager, at info@focalpointpt.com, or you can call at 207-289-1010.

I have read and understood the 8/1/2019 Cancellation Policy.

Name _____

Date _____