



Siesta Key SPORTS & PHYSICAL THERAPY

Appointment Cancellation and Payment Policy

Dear Patient,

Thank you for trusting your physical therapy care to Siesta Key Sports & Physical Therapy. We take great pride in offering only the highest quality of service and always strive for the best functional outcomes for you, your family, and all of our patients. In order to produce your best success, we use a scheduled appointment system that ensures one-to-one time for each and every patient.

If you are late, do not show up for your reserved appointment, or do not notify us of your inability to keep your appointment by phone at least 24 hours in advance, we will not be able to treat another patient and this time is lost to other patients, our office, and staff. With this in mind, an Appointment Cancellation Policy has been put into place.

Our Cancellation Policy is as follows:

1. We request that you kindly give our office 24-hour notification in the event that you need to reschedule your appointment. This will give us enough time to make your appointment time available to another patient in need. If we are not open, please leave a message with the time that you are calling and when you might be available to reschedule your appointment.
2. If you miss your appointment or call on short notice and we are unable to fill your reserved appointment time, we will consider this to be a missed appointment and a charge of \$25.00 will be assessed to you.
3. If you are late for an appointment, we will try to accommodate you if possible. If there is not adequate time, your appointment will be rescheduled and you will be charged for the missed visit.

Our Payment Policy is as follows:

1. All payments are expected at the time services are rendered.
2. Patients who are not using insurance to pay for their PT are classified as self-pay. Due to high credit card processing fees and in an effort to keep our self-pay rates low, check or cash are the preferred payment options.
3. If you are unable to pay by check or cash, we will accept credit card payments with a 4% processing fee.
4. Patients using insurance may pay by check, cash or credit card; although check and cash are preferred.

If you have any questions regarding this policy, please do not hesitate to ask our office manager.

I have read and understand the Cancellation and Payment Policies and agree to the terms.

Signature (Patient/ Legal Guardian)

Date

Printed Name