

Elite Spine & Extremity Physical Therapy

Cancelation Policy

Below is our cancelation policy. Please read the following items carefully so that you understand what to do in the event you need to cancel your visit. Failure to follow this policy may result in a delay of your treatment, which could result in prolonging your recovery. Frequent cancelations may be subject to fees or the termination of your care.

1. We are fully aware that you might need to cancel an appointment due to a schedule conflict. In the event you have to cancel your appointment, we ask that you notify our office staff at a minimum of 24 hours in advance. *Notice of your cancelation can be made in person or by phone.*
2. In order to avoid any lapse in your plan of care, please provide us with an alternative day/time that you would like to reschedule your appointment when you notify us of your cancelation. Please recognize that we may not be able to accommodate your needs depending on appointment availability.
3. Late cancelations (*within 24 hours of the scheduled appointment*) or failure to *show up* to your scheduled appointment **will be subject to a “missed appointment fee” equal to \$50.**
4. There are some exceptions to the cancelation policy that do not result in a “missed appointment fee.” These conflicts include but are not limited to:
 - a. Acute/sudden illness
 - b. Family emergencies
 - c. Severe/hazardous weather conditions
 - d. Work conflicts
5. In the event of a conflict we understand that you might not be able to contact us to cancel your appointment. Therefore, we ask that you contact us at your earliest convenience to reschedule your appointment.
6. **“Missed appointment fees” will either be charged to your account on the day you missed or collected at the time of your next appointment.** If you do not return for an appointment an invoice will be sent to your home address.