



Northwest Rehabilitation Associates, Inc.

Serving you with specialist care and a personal touch

Northwest Rehabilitation Associates (NWRA) No Show/Cancellation Policy

We would again like to thank you for choosing NWRA to guide your rehabilitation and will provide you with the highest level of clinical care and a consistent therapist that knows your needs. In an effort to provide the highest quality care, we will reserve an appointment that is scheduled at a time that is convenient for you.

In the event that you do not come to your appointment, OR, provide less than 24 hours notice of cancellation, your status as an active client will be in jeopardy. We have reserved a time of your choosing and will be here, on time and ready for you.

PLEASE NOTE: NWRA reserves the right to charge a \$75.00 fee if a patient no shows or cancels their appointment within 24 hours of their visit. This is billed directly to the patient, not the insurance company.

Again, we are reserving time for you at your request. If you are unable to keep your scheduled appointment, we would appreciate a telephone call at least 24 hours in advance. While we completely understand that there are instances when you will need to cancel an appointment. However, if you cancel or fail your appointments more than two times, we may not be able to continue scheduling appointments for you and you may be discharged from therapy.

If you are discharged due to any of the reasons in this policy, a letter will be sent to your referring physician letting him/her know of our attendance policy and that you have been discharged accordingly.

Please note that an unattended appointment or a late-notice cancellation prevents another person from receiving care, as we held this time for you.

I have read, understand and agree to the above cancel/fail policy:

Signed: _____

I am available for questions at mike@northwestrehab.com, should you need to reach me.

Mike Studer, PT, MHS, NCS, CEEAA, CWT, CSST

President, NWRA

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