



Dear Outpatient Therapy Patient,

Thank you for choosing Owensboro Health Therapy Services for your therapy needs. We are devoted to providing you with the highest quality care as you heal. One very important component to your recovery and improvement is consistent attendance with your appointments, as desired by your physician's orders. We have listed our policy below on discharging patients who are non-compliant with their appointments.

Patient may be **discharged for non-compliance** if they:

- Fail to show for three (3) Physical/Occupational/Speech Therapy sessions without calling
- Cancel five (3) Therapy sessions and do not call to reschedule missed visits
- Cancel less than 24 hours of scheduled appointment will be considered a no-show

We ask that you make every effort to be on time for your scheduled appointment. Therapists at this clinic generally stay on schedule (unlike many medical offices) and therefore being late can interfere with another patient's allotted time.

**If you are late:**

- Your treatment time may be reduced
- You may not be able to receive specific treatments due to time constraint
- **More than 15 minutes late will result in having to reschedule and will be considered a No-Show**

If you have any questions or concerns regarding the above policy, please feel free to ask a Therapy Staff Member.

Thank you for your compliance with this policy.

By signing below, you are stating you have read and agree to abide by the No Show Policy.

Print Name \_\_\_\_\_

Sign Name \_\_\_\_\_

\*If you would like a copy of this policy, please let us know.\*