



Cancellation/No Show Policy

How it Affects You

Thank you for choosing PRO Therapy as your physical therapy provider.

We are sincerely concerned with helping you meet your goals of therapy. In order to do this, it is important that you attend all scheduled therapy appointments. Consistent attendance allows you and your therapist to progress your treatment program which will result in quicker recovery and better outcomes.

We realize that there are times when unforeseen circumstances make it impossible to attend your scheduled appointment. If this happens, please give us as much notice as possible so we can reschedule the time for another patient and also find another time for your appointment. Canceling an appointment with short notice or not showing up for an appointment, takes up clinic time that could benefit another person.

In order to enforce this policy, **you may be charged cancellation or no show fee(s)** if you cancel an appointment less than 24 hours before your appointment time, or do not show up for an appointment.

Canceling or "no showing" three appointments will unfortunately limit your ability to schedule advanced appointments and may result in allowing same day scheduling only.

We want to make your physical therapy experience as beneficial as possible and your commitment is a very important part of this. If you know you are going to have a difficult time making your appointments, please discuss this with your therapist. We will try to accommodate your needs. Thank you!

PRO Therapy Staff