



PRO Therapy Cancellation/No Show Policy

Thank you for choosing PRO Therapy! We are excited to work with you and are sincerely focused on helping you meet your goals. To do this, we promise our utmost commitment and in return, we ask the same of you. As a result, **we require (at minimum) 24 hours notification prior to your appointment time for any changes needed.**

To enforce this policy, **you may be charged a late 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 your appointment.

It is important you attend all scheduled therapy appointments as consistent attendance allows us to progress your treatment program, resulting in quicker recovery and better outcomes.

We realize there are times when unforeseen circumstances may 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 your appointment and for another patient. Canceling an appointment with short notice or not showing up for an appointment takes up clinic time that could benefit you or another person.

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

Your commitment is also a critical component to success. If you know you are going to have a difficult time making your appointments, please discuss this with your provider, we will do our best to accommodate.

We want to make your physical therapy experience beneficial (and fun!); you have the commitment of our entire team. We appreciate you keeping this policy top of mind and look forward to helping you reach your goals!

Your PRO Therapy Team

FAQ's

What about pre-purchased packages? Cancellations should still be made at a minimum of 24 hours prior to your scheduled appointment. If a cancellation occurs under 24 hours, one of your pre-paid full sessions will be used. If you are paying visit-to-visit, your full visit cost will be charged. Same day rescheduled appointments do not incur fees. Patients that arrive late for a scheduled appointment will still be charged the full amount of the booked appointment regardless of a shorter session duration. Time missed during a session does not roll over to other session times.

What if my provider needs to cancel or reschedule? In the case of a provider canceling your appointment, no charge or fee will occur, and your session will be rescheduled at your earliest convenience.

If I buy a package, when do my visits expire? All sessions for any package purchased must be used within 1 year of purchase. Any unused sessions after one year from date of purchase will become invalid and will be forfeited.