



## Physical Therapy Appointment Cancellation Policy

We understand that sometimes schedules can change unexpectedly. However, to provide the best care for all our patients, we kindly ask that you adhere to the following cancellation policy:

1. **Cancellation Notice:** We request at least **24 hours' notice** for any appointment cancellations. This allows us to offer your appointment slot to another patient in need of care.
2. **Late Cancellations:** Cancellations made less than 24 hours before the scheduled appointment will incur a **fee of \$50**. This helps cover administrative costs and ensures that we can accommodate other patients.
3. **No-Shows:** If you do not attend your scheduled appointment and fail to notify us in advance, a **no-show fee of \$160** will be charged.
4. **Exceptions:** *We understand that emergencies and unforeseen circumstances can arise. If you have an emergency or need to cancel due to exceptional circumstances, please contact us as soon as possible, and we will review your case individually.*
5. **Repeated Cancellations:** 2 cancellations or no shows may result in restrictions on booking future appointments or dismissal from our practice. We will review your
6. **Rescheduling:** If you need to reschedule your appointment, please contact us at least 24 hours in advance to avoid cancellation fees.

Thank you for your understanding and cooperation. We strive to offer the best possible care and appreciate your commitment to keeping your appointments or notifying us promptly if you need to cancel.

For any questions or concerns, please call our office at 320-318-8812 or email [info@transcend.rehab](mailto:info@transcend.rehab).