



2103 Reedale Ave
Augusta, GA 30906
(706) 814-6887

Appointment Policy & Partnership Agreement

Let's be honest, everyone hates attendance policies. We hate giving them out, and you all hate signing them and feeling like you're being held hostage by a policy that's more designed around the clinic's convenience rather than your own. So, we don't do cancellation fees or anything like that.

But here's the deal: if you aren't committed to your therapy, wellness, or performance program, you likely won't experience the benefits, improvement, or pain relief you want and need. You get out what you put in.

We are committed to helping you live a long, active, healthy, and pain-free life.

We promise to show up, 100%, for you.

That being said, this isn't a one-way street. It requires that you make some commitments as well; commitments to us & our programs, *and* commitments to yourself:

During your first visit, we will discuss treatment options and set goals with you. We will be flexible and make every effort to schedule appointments at times that are convenient for you. We will also give you a card to remind you of your appointments. We also provide courtesy appointment reminders via email, text, or phone call.

Here are some basic commitments we expect from all of our patients and clients:

- Please arrive on time for your appointments so that you may be given the full benefit of your scheduled treatment. If you arrive 15 minutes or later after your scheduled appointment time, you may be required to cancel and reschedule that appointment.
- Please plan to attend every scheduled therapy appointment. We realize that at times, this may not be possible, and you may need to reschedule your appointment. Please note that we ask you to call the office at least 24 hours before the scheduled appointment time.
- If you call to reschedule an appointment with less than 24-hour notice, it is considered a Same Day cancellation. Three Same Day Cancellations result in all pending appointments being cancelled, and that appointment slot will potentially



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be given to another patient. To continue to be seen, you will need to schedule “week to week” for the next 30 days. If, following 30 days of week to week scheduling with no same-day cancellations, you still need therapy services, we can once again schedule all of your remaining appointments in a regular/standing appointment slot.

- Failure to show for an appointment or calling to cancel your appointment after the time your appointment was scheduled, is considered a No Show. Two No Shows will result in all remaining appointments being taken off of the schedule. If you do not reach out to schedule appointments within 2 weeks, therapy services are discharged, and you will require a new referral to begin therapy again.

Three “No Showed” appointments will result in a discontinuation of your therapy services.

Multiple Same Day Cancellations or the inability to attend regularly scheduled appointments may result in discontinuation of therapy services at the discretion of the clinician.

If your services are discontinued, your referring physician/provider will be notified and you will be required to get a new referral to resume physical therapy.

We thank you for choosing ProActive Rehabilitation & Wellness, LLC. We are looking forward to partnering with you to help you reach your goals. Your therapist will be happy to discuss this policy with you if you have any questions or concerns.

The ProActive Rehabilitation & Wellness Team

I have read and understand this policy & I commit to prioritize attendance and active engagement in my therapy, wellness, or performance program.

Patient/ Guardian Signature

Date