



5620 Rainier Ave S. Suite 102
Seattle, WA 98118
206.535.8061 | 206.535.8064
Renew-physicaltherapy.com | info@renew-physicaltherapy.com

Renew Physical Therapy wants all our patients to have the best opportunity at recovery. Your best chance at full recovery is to make the most out of your treatments, attend all scheduled visits in the plan of care and arrive on time.

Please read our policy and sign at the bottom indicating you understand our expectations.

1. **We will begin your treatment sessions on time**, so we need you to **arrive 5 minutes prior** to your appointment time, dressed for your session, and ready to begin at your scheduled time.
2. **If you're running late, we need you to call as soon as you know you will not arrive on time.** If you are **more than 15 minutes late**, your session may need to be rescheduled and our missed visit policy will apply at that time.
3. **If you are sick at any time during care, we need you to call us as soon as you have symptoms.** Please don't wait for the day of your appointment.
 - a. Example: If you are sick on Monday but your appointment is Wednesday, call us on Monday.
4. **If you need to cancel or change an appointment, for any reason, call us by 12pm (noon) of the business day before your appointment.** This allows enough time to get you rescheduled AND help another patient get in for the care they need and deserve.
 - a. You need to call us at (206) 535-8061 opt 1 to change any appointments. **We do not accept texts or emails to cancel or change appointments.** When you call to cancel an appointment, have your schedule ready as we will reschedule you right away.
 - b. **You will be charged a \$50 missed visit fee for no-shows or cancellations without the required notice.** This fee is due at the time of your next service.
5. **Patients who have multiple no-shows or same-day cancellations will be removed from the active schedule and placed on our day-to-day list** to avoid future last-minute cancellations that keep other patients from care.
6. **For our Workers Compensation patients**, by law we are required to report any missed visit to your claim's representative. Failure to attend your scheduled visits may jeopardize your status with your claim and/or time loss payments.

Please keep in mind that one patient's late (or lack of) notice for appointment changes or cancellations, keeps other patients from getting the care they need and deserve. Our goal with our Missed Visit Policy is to ensure all patients get back to the activities they love as quickly as possible.

This policy has been reviewed with me and by signing below I am indicating that I understand this policy.

Patient Signature

Patient Name

Date