

# **Quantum Shift Physical Therapy & Wellness Center, LLC**

---

## **Cancellation and No-Show Policy**

Welcome to Quantum Shift Physical Therapy. We are glad you have chosen us to assist in your healing and recovery. To most effectively assist you, the following guidelines and policies have been implemented.

To meet your goals, consistent and timely attendance is **extremely** important. If you must cancel, please contact us prior to your appointment. You can call the office number, **(785) 856- 7389** or text **(785) 727- 3603**. In case of emergency, the earlier we can be contacted the better and, depending on circumstance, the charge may be excused at the discretion of the provider.

### **Cancellation Policy:**

- To avoid a **\$30.00 cancellation fee**, please call or text 24 hours in advance or reschedule your appointment within the same week.
- You may **call** the **(785) 856-7389** number or **text** the **(785) 727-3603** number at any time during or after regular business hours.
- If you are more than 30 minutes late for a 60 minute appointment, it will be necessary to reschedule and a late cancellation fee will be charged.
- If you miss an appointment without notice and without a message, this will be considered a **“no-show”** and will be charged a **\$40.00 no-show fee**.
- **No-shows** and **late cancellation fees** will be charged the same day to the credit/ debit card you leave on file with our office.
- Insurance companies are not responsible for paying cancellation and no-show fees.
- If you miss more than 3 physical therapy appointments without notice or rescheduling, the therapist reserves the right to discharge from physical therapy and do another initial exam if therapy is started again.
- If your visits are filed under Worker's Compensation or Short Term Disability, please be aware we are required to report these therapy lapses to case workers and Worker's Compensation adjusters. Your claim may be jeopardized if you miss very many appointments without justifiable cause.

## **Clinic Policies**

- **Suggested Clothing:** Loose, comfortable clothing is preferred. Shorts are very handy and encouraged as is comfortable underclothing
- **Cell Phones:** We know staying in touch is important. However, unless you are expecting an urgent or emergency phone call, we request cell phones be turned off or put on silent/ vibrate. This allows us to get the most out of our time together in a relaxed atmosphere.

- **Children:** If you have a child with you at your appointment, please make sure they are supervised and have something they would like to do to keep them occupied during your session. Please make sure they stay away from the therapy gym equipment as we do not wish to see them get injured.
- **Insurance:** As a courtesy to our clients, we do bill insurance companies for the services you receive at Quantum Shift. However, **co-pays** are due at the time of your service. We encourage you to take the time to call the benefits number on the back of your insurance card to verify your coverage and to know where you stand with your current deductible. Having insurance is not a guarantee of payment by the insurance company and you are responsible for any fees associated with your therapy.
- **Co-pays:** Co-pays will be collected at the time of service. The office will keep a credit/debit card number on file in a secure location. This card may be used for charging co-pays. Clients will also have the option to pay the co-pay at time of service in cash or with a check if they do not wish to utilize the card on file.

If you have any questions or concerns regarding these policies and guidelines, please feel free to ask.

We are so pleased that you chose our clinic to meet your therapy needs and goals. We look forward to working with you.

*Denise Mead, Owner/ Physical Therapist  
Quantum Shift Physical Therapy and Wellness Center*

**I acknowledge I have read and understand the above information.**

---

**Patient Signature**

---

**Date**