

Cancellation Policy

In order for us to deliver care in the most efficient and effective way, we ask that you inform us if you are unable to attend your appointment.

We reserve the right to charge a \$40 fee for any scheduled appointment that is:

1. Cancelled with less than 24-hour notice.
2. Missed (no-show) without advanced notice.
3. Cancelled due to late arrival (15 minutes or more). A decision to keep the appointment or cancel will be determined in collaboration between the patient and therapist.

You are required to pay the \$40 cancellation fee prior to the start of your next scheduled visit. Cancellation fees cannot be billed to insurance and will be collected directly from the credit card on file.

In the event that you no show or late cancel two (2) or more appointments with Empower Hand Therapy and Rehabilitation, LLC you will be placed on **SAME DAY SCHEDULING**. This means you may contact us in the morning of a day you are available to ask for a same day appointment.

We do understand that unforeseen matters of sickness or emergencies occur that you cannot control. Unfortunately, we still need to charge for these missed appointments.

If you need to cancel your appointment, please call or leave a message 24 hours in advance. Appointments are in high demand and your cancellation notice will give another person the opportunity to have access to timely care.

Patient Name: _____ Date: _____

Signature: _____