



NORFOLK PHYSICAL THERAPY CENTER

839 POPLAR HALL DRIVE * NORFOLK, VA 23502

*(757) 459-2112 * FAX (757) 459-2421

Missed Appointment Policy

At the Norfolk Physical Therapy Center, we strive to provide you with the highest level of professional care . Our commitment to your well being is something everyone in our clinic takes quite seriously. Therefore, it would be a disservice to you if we did not emphasize the importance of your own commitment to the care you need to receive. Your adherence to your doctors recommendations is a vital part of your therapy and we have certain rules that need to be followed in order to ensure the best results.

We expect you to keep your appointments. We will provide you with a printout so that you do not forget.

With the exception of serious emergencies, it is expected that you will keep all your appointments. If you need to reschedule an appointment, we require at least 24 hours advance notice. Please call our office and arrange for a make up appointment with our front desk as soon as you know you will be unable to attend your appointment. The make up appointment should be in the same week, preferably the very next day.

If you fail to give 24 hour advance notice of a cancellation to a scheduled appointment, we reserve the right to charge you a \$25.00 fee.

In instances of repeated non-compliance with your scheduled visits, we also reserve the right to discontinue care and inform your physician, employer, or insurer of the fact that your treatment has been discontinued due to non compliance with the prescribed rehabilitation order.

We appreciate you greatly as our patient and together we can achieve wonderful results and successes from you.

Steve Schall MS,PT,OCS
Norfolk Physical Therapy Center

I have read and understand this policy.

Signature

Date