



LATTIMORE PHYSICAL THERAPY  
AND SPORTS REHABILITATION NETWORK

CANCELLATION AND NO-SHOW POLICY

**Effective 03/17/08**

At Lattimore Physical Therapy we are committed to providing you, our valued patients, with excellent quality and convenient physical therapy services. In that regard, we ask your cooperation by making every effort to keep scheduled appointments. **We ask that you provide at least 24 hours notice for appointment cancellations.**

However, we know that things do come up that make it impossible to keep scheduled appointments (i.e. sickness, transportation problems, and family emergencies). Cancellations without a 24 hour notice are acceptable under these conditions for **one time**. Cancellations due to inclement weather and/or hazardous driving conditions are acceptable. In consideration of other patients and our staff, please call as soon as possible if you know you will be unable to keep a scheduled appointment. **NO SHOW VISITS ARE ENTIRELY UNACCEPTABLE.**

Unfortunately, we must charge a fee for no show appointments and repeated cancellations. **This fee will be assessed regardless of insurance type and payment is the responsibility of the patient, not the insurance company.**

Fees for missed appointments are as follows:

Cancellations: \$15  
No Show: \$25

*due to the high volume of cancellations and no shows we ask that these fees be paid prior to ally further treatment*

I have read and agree to adhere to the above attendance policy.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Lattimore Physical Therapy</b> 1655 Elmwood Ave. Ste. 130 Rochester, NY 14620 585-442-9110	<b>Lattimore at White Spruce Physical Therapy</b> 383 White Spruce Blvd Rochester, NY 14623 585-442-6067	<b>North Greece Physical Therapy</b> 515 Long Pond Rd. Rochester, NY 14612 585227-2310	<b>Hilton Physical Therapy</b> 1026 Hilton-Panna Rd. Hilton, NY 14468 585-392-8001	<b>Piano Works Physical Therapy</b> 349 W Commercial Ste 1275 East Rochester, NY 14445 585-264-0370
<b>Pittsford-Mendon Physical Therapy</b> 20 Assembly Dr. Ste 101 Mendon, NY 14506	<b>Honeoye Falls/Lima Physical Therapy</b> 58 North Main St Honeoye Falls, NY 14472 585-582-0034	<b>Lattimore of Rush Henrietta Physical Therapy</b> 20 Finn Rd.Suite A Henrietta, NY 14467 585-444-0040	<b>Lattimore of Webster Physical Therapy</b> 1130 Crosspointe Ln Ste 6 Webster, NY 14580 585-347-4990	<b>Lattimore of Irondequoit Physical Therapy</b> 1299 Portland Ave. Suite 10 Rochester, NY 14621 585-227-2310
<b>Fairport Physical Therapy</b> 59 Perinton Hills Shopping Center Fairport, NY 14450 585-385-0444				