

PERFECT ATTENDANCE AWARD

Attend all of your Therapy Visits and earn **\$25** in Max Well Bucks!

Terms & Conditions

- Must attend all visits scheduled throughout Plan of Care – 12 or more visits
- Any Cancels, Reschedules, or No Shows, will cause an automatic disqualification

Bonus

- Wear your Max Well Shirt or Mask to every visit, and put your name in the drawing for a Free Massage!
- Your picture gets put up on our Facebook page when you win!
- Use your \$25 Max Well Bucks on any service (including Laser Therapy and Massage), product, or account balance.

NO SHOW/CANCELLATION POLICY

Purpose

To improve scheduling opportunities and encourage patients or parents/guardians of patients to call and cancel their appointments in a reasonable amount of time (24 hours prior to your scheduled appointment) which would allow for better use of patient, staff and therapist's time.

We can call, text message, or email your appointment reminder the day prior.

Policy

This policy informs patients or parent/guardians of patients that a \$30.00 fee will be charged to the account when you miss an appointment or did not cancel prior to 24 hours of your scheduled appointment. **Payment of fee needs to be made prior to next appointment. If an appointment is made the same day and the patient does not show up a \$30.00 fee will still be charged.** It is our understanding that if you have requested a same day appointment you have a need for an urgent or emergent visit that cannot wait until the next day.

1st No Show/Cancellation -- a \$30.00 fee will be charged to the account, payment needs to be made prior to next appointment. A review of the No Show/CX policy and new signature/initials.

2nd No Show/Cancellation -- the patient will be informed that they have now missed or cancelled two (2) appointments without notifying the office on time and a \$30.00 fee will be charged to the account. A review of the No Show/CX policy and new signature/initials.

3rd No Show/Cancellation -- the patient will receive a letter informing them that they have now missed or Cancelled three (3) appointments and will result in **discharge from our clinic. A \$30.00 fee will be charged to the account.**

Patients who no-show or cancel a double appointment (having two therapies back-to-back) or miss 2 appointments with no contact made will only have 2 warnings, then discharged.

Additionally, patients who have multiple cancellations WITH notice, as well as patients who are consistently tardy for their scheduled appointments can also be subject to the possibility of discharge determined by the therapist.

- *Consistent cancellations with notice are subject to discharge on the conditions of having 4 or more within a month's time without extenuating circumstances. This is determined by the therapist per each individual's case.*
- *Consistent tardy arrivals to appointments are subject to discharge determined by the therapist per each patient's individual case. Please note that if you arrive 15 minutes or later to your scheduled appointment the therapist may elect to cancel the appointment. Notices of anticipated tardiness will be considered in determination.*

Patients who schedule same-day appointments and cancel/no show for massage, dry needling, or laser treatments will be charged a \$30 fee.

Please sign below to confirm that you have read the above statements, and you agree to follow these policies.

Patient/Parent/Guardian Signature

Date

Office Manager Signature

Date

On _____ you were a no-show for your scheduled appointment at _____.

Patient/Guardian Initial _____

On _____ you called to cancel your appointment with less than 24 hours' notice.

Patient/Guardian Initial _____