

MOUNTAIN VALLEY THERAPY

Attendance Policy

To achieve the best possible outcome and reach your wellness goals, we and/or your doctor have recommended a particular treatment schedule, designed for you. In order to attain these results, it is very important that you attend your therapy sessions as scheduled.

We promise that our best efforts and intentions will go into your rehabilitation, but we need YOU! We reserve time in our schedule specifically for you – we do not ‘double book’ time that you need in order to reach your wellness goals. Keeping this in mind, we ask for your cooperation by making every effort to keep scheduled appointments.

The following outlines and defines what is expected from you as a patient:

- Please give at least 24 hour notice in the event of a cancellation. We do realize that cancellations can be inevitable at times. We ask that you notify us at the earliest possible moment when you know you are unable to keep your appointment. In order to help you with this, we have a voicemail system. If you fail to cancel your appointment within 24 hours, ***you could be subject to a \$75 charge. This charge is not covered by your insurance. It is an out of pocket expense to you.***
- IF you are more than 10 minutes late, we will most likely reschedule your appointment. Accommodating tardiness greater than 10 minutes, will not only compromise the quality of your treatment, but could also compromise the quality of the appointment scheduled directly after yours. This situation will be recorded as a **NO SHOW. Our clinic policy reads that if you NO SHOW 3 appointments your case may be discharged. This decision is at the discretion of your primary Physical Therapist.**
- If you do not cancel, and you do not arrive for your appointment, this will be recorded as a **NO SHOW**. We will attempt to call you in for your appointment, and/or leave a message, one time, as a courtesy to you.
 - Three consecutive NO SHOWS will result in the removal of all future scheduled appointments, and your discharge from physical therapy. We will be delighted to reconnect with you, when you are ready to commit to your rehabilitation.
 - You may be subject to a **\$75 charge for each NO SHOW**. This charge will not be covered by insurance. It is an out of pocket expense to you.
- **Worker’s compensation, Motor Vehicle, Veteran’s and Oregon Health Plan cases:** Your insurer could require alerts to any missed appointments. For **Worker’s Compensation cases** this information is reported, unconditionally, to the insurer, regularly. For *all* patients, missed appointments are recorded in your medical documentation. *Missing your appointments could have a negative impact on your claim or case and could jeopardize any benefits you may be entitled to. It is best to consult with your adjuster or case managers for more information.*

Three people are impacted by your cancellation. One, and first, being YOU, because you are not getting the treatment you need; second, the THERAPIST, who now has an unfillable open time in his or her schedule since the time was reserved for you personally, and third another PATIENT who could have been scheduled for treatment if you had given ample notice.

Please DO NOT CANCEL IF YOU ARE HURTING!! Or likewise if you are feeling better. Please keep your appointments and discuss these changes with your therapist.

We dearly appreciate the opportunity to provide you with ‘uncompromising care’ and a great Mountain Valley Therapy experience.

The Vision of Mountain Valley Therapy is to use our passion to empower all people to experience the full joy of living.