

Vail Physical Therapy Cancellation Policy

At Vail Physical Therapy, our goal is to provide quality health care to all our patients in a timely manner. Late cancellations and no-show appointments inconvenience not only the providers, but other patients. Please note our policy regarding missed appointments.

Appointment Cancellation

When you book your PT appointment, you are holding a space on our calendar that is no longer available to other patients. To be respectful of the schedule, please call the office as soon as you know you will not be able to keep your appointment.

If cancellation is necessary, we require that you call **at least 24 business hours** in advance, however, **we do appreciate 48 business hours** advance notice.

Appointments are in high demand, and your notice will allow others access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, call the office at 970-476-7510 between the hours of 7:30am -3:00pm. If necessary, leave a detailed voicemail message. We will return your call as soon as possible.

Late Cancellations/ No-Shows/ MISSED APPOINTMENTS

A Late Cancellation is defined by the appointment **being canceled less than 24 business hours before the appointment time.**

A No-Show is when a patient misses an appointment without calling or canceling. One missed appointment is understood. Any further late canceled or missed appointments will result in a \$50.00 fee and at that time, you will be removed from future scheduled appointments and will be allowed to schedule Same Day appointment bookings only.

A Same Day appointment booking is when you call the morning of to discuss the availability for an appointment for that day. Fees cannot be billed to insurance.

I acknowledge and agree to Vail Physical Therapy's cancellation policy.

Signature of guardian or patient

Date