

*Lakeview Regional Medical Center
Rehabilitation and Sports Medicine Department
985-867-4054 phone*

Cancellation Policy

Non-emergency cancellations require at least **24 hour notice**. Non-emergencies include vacations, medical appointments, or anything not designated as an emergency. If non-emergency appointments become excessive, the client may lose his or her weekly slot in the therapist's schedule.

Please notify the clinic of an **Emergency Cancellation by phone or leave a voicemail as soon as possible**. Emergency cancellations are accepted only for illness, illness of a family member or death in the family.

Please do not come, or bring your child to therapy with a fever or contagious illness such as rash, strep, diarrhea, vomiting, or pink eye. You or your child must be fever-free for 24 hours prior to the session. If you or your child arrives ill, you will be dismissed for the session.

We offer **make-up sessions**. We strive to provide the same high quality service to all of our patients. When you notify us of a cancellation, we can then immediately attempt to schedule an alternate appointment. This way, you will not experience any gaps in your therapy program. This is essential in the treatment process.

We take careful attendance. *A **cancellation rate of 30 percent or higher is considered poor attendance*** and this usually has a negative impact on the rehabilitation progress and you are at risk of losing your treatment slot(s). The therapist may also be required to terminate treatment and refer the patient back to his or her physician. This policy includes emergency and non-emergency cancellations.

Thank you for your cooperation. By signing below, you are acknowledging the importance of consistent therapy on your rehabilitation process.

Patient or Guardian Signature

Date

Email Address: _____

Contact Phone Number: _____

Reviewed by Therapist: _____ Date: _____