

# PROGRESSIVE PHYSICAL THERAPY CENTER

## POLICIES & PROCEDURES

**Scheduling:** PPTC will schedule your appointments in advance and on a weekly basis based on the recommendation of the physical therapist. Your appointment is a designated set aside time for personal attention and treatment. We will send you text message reminders regarding your appointment time. If you cannot make your scheduled appointment time, contact us as soon as possible by **call or text message 202-646-0100**.

**Cancellation with Advanced Notice:** We kindly request that you provide us with at least 24 hours' notice if you need to cancel or reschedule your appointment. Cancellations made within this timeframe will incur a **fee of \$35**.

**No-Show Policy:** If you fail to show up for your scheduled appointment without prior notification, a **fee of \$50** will be charged to your account.

**Cancellation fees:** These charges must be paid and are not reimbursed by insurance or third-party payers. We will not make exceptions to this policy, as it is essential for us to maintain scheduling and cost efficiency.

**Non-Compliance Discharge:** Patients who do not attend three consecutive appointments without prior notice may be discharged from their current case. No future appointments will be scheduled until the outstanding fee has been settled in full.

**Late:** If you arrive more than 15 minutes late to your scheduled appointment without any prior notice, it will be deemed a “no show,” and you may lose your reserved time slot. Consequently, the appointment will be marked as canceled. However, if you contact us before your appointment time, we will do our utmost to assist you.

**Illness:** DO NOT come to your appointment if you are experiencing cold/flu-like symptoms. Please call to reschedule your appointment when you are free of symptoms. If you arrive for an appointment while experiencing an illness, we will not be able to provide treatment at that time. However, we will arrange to reschedule your session.

**Visitors:** We have limited space in our clinic therefore persons accompanying you may wait in the lounge area located in the lobby of the building.

**Cellphones:** Cell phone conversations and audible media use are prohibited our clinical environment during physical therapy sessions.

At our clinic, Progressive Physical Therapy Center we strive to provide the highest quality of care and ensure that appointment slots are utilized effectively.

Please sign below to acknowledge that you have read and understood the terms and conditions of our policy and procedures..

Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Full Name \_\_\_\_\_