

## APPOINTMENT AND CANCELLATION POLICY

In an ongoing effort to provide consistent care to our patients, the MCMC Rehabilitation team will call the most recent phone number provided to us one (1) business day before each appointment to remind patients of their scheduled time.

We ask of our patients that they kindly abide by the following policy regarding appointment cancellations with the understanding that emergencies do happen and are, at times, unavoidable.

- \* Cancellations should be made a minimum of 24 hours in advance whenever possible.
- \* After three (3) cancellations or (2) no-show appointments in a row, or within a 6 week time frame, future appointments will be cancelled and a notification letter sent to the referring doctor. To return to therapy, a new referral will need to be obtained.

It is the responsibility of the patient to provide a working phone number and to update us with any changes to that number as soon as they are known.

The MCMC Rehabilitation Team thanks you in advance for your understanding and for your efforts to make all scheduled appointments.

We sincerely look forward to seeing you and taking care of your rehabilitation needs!

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*Patient signature*

*Date*

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*Staff providing policy*

*Date*