

Payment, Cancellation, No-Show, and Financial Policies

If billing your insurance for services provided by SW Physical Therapy, we require that all co-payments or uninsured self pay amounts are paid at the time that the services are rendered.

We accept payments made by cash, credit or debit card, and personal check. Any past due balances or late charges may be charged to a card on file.

If you need to cancel or reschedule your appointment, we require 24 hours notice prior to the appointment time. If our front desk is unable to reach the phone and you leave us a message, we will consider the timestamp of the voicemail as the time of cancellation. Please **do not email us** to cancel your appointment.

All* late cancellations with less than 24 hours notice or no-show appointments will incur a fee of \$25 to be paid before the next scheduled appointment.

If you are late to your appointment, it will still end at the scheduled time. Know that being late may end up in a shorter visit, or needing to reschedule depending on the circumstances. We want to treat you, but we cannot do it at the expense of other patients.

If you are a worker's compensation or auto accident patient, your insurance adjuster will be notified of all canceled and no-show appointments.

Thank you for your understanding and cooperation!

Print Name _____ Date _____

Signature _____

*Only applicable to patients whose insurance coverage does not explicitly prohibit late charges