

CORNERSTONE GRANITE POINT

ATHOL, ID & SANDPOINT, ID



Appointment Cancellation Policy

Sandpoint Physical Therapy, PC (DBA Cornerstone Physical Therapy and Aquatics and/or Granite Point Physical Therapy and Wellness) has instituted an Appointment Cancellation Policy. A cancellation made with less than 24-hour notice significantly limits our ability to make that appointment available for another patient in need.

To provide the utmost care to all of our patients, we have the following requirements:

1. Any patient must provide our office with a 24-hour notice in the event that the patient needs to reschedule an appointment. This will allow us the opportunity to provide care to another patient. A message can always be left on our answering machine during off hours.
2. A "No-Show", "No-Call" or 2 missed appointments, without a proper 24-hr notification may result in being removed from our schedule and that patient will need to call the "day of" in order to be seen.
3. As a courtesy, we offer automated texts or voice reminder calls a day before appointment times. Please note, the cancellation policy remains in effect, regardless of whether a reminder is sent.
4. Repeated missed appointments may result in termination of the Physical Therapist/patient relationship. Your physician and your insurance company may also be notified of non-compliance.

If you have any questions regarding this policy, please let our staff know and we will be glad to clarify any questions you may have. A copy of this policy will be provided for you. Please sign and date below your acknowledgement.

I have read and understand the Appointment Cancellation Policy and its terms.

Printed Name of Patient

Signature

Date