

Coal Creek Physical Therapy's Cancellation Policy

Coal Creek Physical Therapy schedules appointments based on the best plan of care for you. We schedule you one-on-one with your Licensed, Doctorate-level Physical Therapist, instead of double booking or having you work with Assistants or Aides, to provide you the highest quality care and make every visit valuable and count toward progress. CCPT has several options for reminders, including text message, email, and voice calls. These are provided as a courtesy so that our patients are assisted in abiding by our cancellation policy as follows:

1. **No-Show:** Patients who have not checked in 5 minutes after their scheduled appointment time will be called. If no contact is made, or a patient is unable to reschedule the appointment for the same day, the patient will be charged a fee.
 - a. Three no-shows without contact will result in the patient being discharged from care. Patients are welcome to reschedule at any time so long as they can commit to their plan of care.
2. **24-Hour Cancellation Notice for PT Appointment and 48 Hour Cancellation Notice for an EMG or Ultrasound Appointment:** Patients who give less than 24 hours' notice for a PT cancellation or less than 48 hours' notice for an EMG or Ultrasound cancellation for a non-emergency will be charged a fee unless the patient can attend another appointment that may be available the same day.*
 - a. Patients who have a last-minute work-related cancellation will be charged unless the appointment is re-scheduled within the same day or the same week of the cancellation.
 - b. If you arrive to your appointment more than 15 minutes late, you will be charged a fee unless you are able to reschedule the appointment within the same day.*
3. **Fees:**
 - a. \$65 per 30 minute appointment
 - b. \$95 per 45 minute appointment
 - c. \$130 per 60 minute appointment
 - d. \$195 per 90 minute appointment

Cancelling with less than 24 hours' notice:

1. Puts your own Plan of Care and progress towards your goals on hold.
2. Takes an opportunity away from another patient waiting for care.
3. Leaves a PT with nothing to do.

By giving enough notice for a cancellation, CCPT will be able to:

1. Reschedule your appointment to fit your needs.
2. Provide care for another patient who is waiting for an appointment time to open up.
3. Keep our PTs providing one-on-one care for their full work day.

Our staff's promise to you is to ensure that you get back to you full potential of health, wellness, and life! We are asking for a commitment to your prescribed plan of care and good communication if we need to change it in order to keep our promise and get you back to living a life you love!

*Coal Creek PT offers the flexibility of rescheduling a no-show or late cancellation for a different time within the same day to avoid the fee, but does not guarantee an opening will be available.