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To Our Valued Patients:

Please note that effective April 15, 2016 if you do not contact us within 24 hours of your scheduled visit to cancel, reschedule or if you miss a scheduled appointment Multicare will charge a fee. During times of inclement weather we will waive the 24 hour rule but you must still call to cancel or reschedule.

The fee(s) charged are as follows:

\$100.00 fee for "no show" new pain management patient and/or physical therapy evaluation patients. \$75.00 fee for cancelling without 24 hour notice.

\$75.00 fee for "no show" patients for physical therapy treatment. \$50.00 fee for cancelling without 24 hour notice.

\$75.00 fee for "no show" patients scheduled for a pain management visit. \$50.00 fee for same day cancellations or giving less than 24 hours notice.

If you call to cancel during non-office hours please leave a voice message and you will be called back during business hours to reschedule your appointment. Our voice mail system notes the date and time of your call so we will know if you are calling within 24 hours of your appointment and therefore you will not be charged.

We ask that you plan for traffic, etc and arrive on time so paperwork may be completed before seeing your provider. Those arriving late may not get to be seen and may be charged one of the above fees. If you are running late you are asked to call the office to see if the provider is still able to treat you on that day.

We regret the need to charge fees for missed appointments and late arrivals. Your appointments are made to fit your schedule and are part of **your optimum care plan**. It is important that you do your best to make these appointments. We appreciate your cooperation and understanding!

I have read and understand the above cancellation policy.

Patient _____ Date _____

shared documents/cancellationpolicy/4-15-16