



## **Cancellation Policy**

The staff at Forté Rehabilitation and Wellness Center is dedicated to giving each of our patients the time and attention they need in order to best achieve their therapy goals. In order to do so, we have implemented an appointment cancellation policy. This policy enables us to better utilize available appointments for our patients in need of care.

### **Cancellations:**

In order to be respectful of the medical needs of our entire patient community, please be courteous and call us promptly at 210-342-5300 if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment.

We understand that situations arise that may conflict with your appointment time. If it is necessary to cancel your scheduled appointment, we request that you call by 4:00 p.m. the business day before your scheduled appointment. Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely care.

### **No-shows:**

A “no show” is an appointment which is missed without being cancelled by 4:00 p.m. the business day before your scheduled appointment. No-shows inconvenience those individuals who need access to our care in a timely manner.

A failure to present at the time of a scheduled appointment without adequate notice will be recorded in your chart as a “no show”. An administrative fee of \$20.00 for “no shows” may be billed to your account. This is not billable to your insurance company.

We recommend that you do not make appointments:

- Within 4 hours after a scheduled medical appt.
- Within 3 days after an infusion unless you know how you will react, and feel confident you will be able to attend therapy.

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Signature of Patient

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Date