



Attendance Policy

Thank you for making NOCH Rehab your **choice** for therapy services. **In order to best help you, we know that consistent attendance is the key to our patients' success.** For this reason, all therapy sessions are important, and cancellations/no shows are discouraged. Please take a moment to review our attendance guidelines to ensure that you get the most benefit from your experience at NOCH Rehab . Thank you for understanding the importance of your time with your therapist!

- **In the event that you will be late for an appointment, please call as soon as possible to notify us of your expected arrival time. Please note that you may be asked to wait until your therapist is available to reschedule, although every possible effort will be made to limit waiting time.**
- **PLEASE give at least 24 hour notice in the event of a cancellation. If you are unable to give 24 hour notice, please contact us as soon as possible. A \$35.00 fee will be applied to cancels after 5pm the day prior to your scheduled appointment time.**
- **Repeated cancellations will result in our scheduling one appointment at a time.**
- **IF YOU DO NOT SHOW FOR A SCHEDULED APPOINTMENT TIME, and you have not called to cancel by 5pm the preceding day your account will be charged \$35.00 for the missed treatment time.**
- **NO SHOW fees are not covered by insurance and payment of these fees are your sole responsibility.**
- **Cancelations due to illness, family emergency, or NOCH Rehab errors will be excluded from this policy.**
- **For Workers Compensation and Auto insurance clients, we are obligated to inform your case manager of non-compliance with attendance.**

I understand NOCH Rehab's cancellation and no show policy. It is my responsibility to plan appointments accordingly and notify NOCH Rehab if I cannot fulfill my scheduled appointment.

Printed Name _____

Signature _____

Date _____

Thank you for choosing NOCH Rehab.

You deserve personal, one on one attention, and that is why this policy is so important.