



WELLISTICS

WELLISTICS CONDITIONING CENTER

714 Phosphor Avenue, Metairie, LA 70005
504-224-8400 P 504-272-0237 F

Thank you for trusting your therapy care to Wellistics Conditioning Center. When you schedule an appointment with Wellistics Conditioning Center we set aside enough time to provide you with the highest quality care. We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable, however, advance notification allows us to fulfill other patient's scheduling needs and keeps the clinic operating at its most efficient level. Due to our one-on-one 60-minute treatments, missed appointments are a significant inconvenience to your rehabilitative therapy, the clinic and other patients. Please review our Appointment Cancellation/No Show Policy below for **both exam and therapy appointments**:

1. Please provide our office with 24-hour notice to change or cancel an appointment. Patients who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment may be responsible for a \$25.00 office visit charge. This charge cannot be billed to insurance/DOL **and must be paid on or before the next scheduled appointment.**
2. We reserve your one-hour appointment time just for you. We do not double-book our patients so that we may provide optimum treatment outcomes for all our patients. 24-hour notice allows us to place another patient in your cancelled appointment period to receive needed treatment.
3. Certain claims adjusters expect regular attendance to rehabilitative therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis it could affect the status of your claim. Your treatment plan has been established by your medical practitioners to get you back to your regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.
4. Any established patient who fails to show or cancels/reschedules an appointment without a **second** 24-hour notice will be charged a \$50.00 fee.
5. A **third** no-show/no-call violation would not allow you to schedule any appointments in advance, and your case may be dismissed from Wellistics Conditioning Center

As a courtesy, and if time permits, the office will perform reminder calls for patient appointments. Remember this is provided as a courtesy, and if you do not receive a reminder call or message the above policy will remain in effect.

If you should experience extenuating circumstances, please contact our Office Manager who may be able to waive the No Show fee. You may also contact the office 24 hours a day, 7 days a week at the number above. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message. Messages left are acceptable.

I have read and understand the Appointment Cancellation/No Show Policy and agree to its terms.

Signature (Patient or Responsible Party)

Date

Printed Name (Patient or Responsible Party)