



2103 Reedale Ave
Augusta, GA 30906
(706) 814-6887

Appointment Policy & Partnership Agreement

Let's be honest, everyone hates attendance policies. We hate giving them out, and you all hate signing them and feeling like you're being held to hostage by a policy that's more designed around the clinic's convenience rather than your own.

But here's the deal: if you aren't committed to your therapy, wellness, or performance program, you likely won't experience the benefits, improvement, or pain relief you want and need. You get out what you put in.

Now, we believe that every person has something they were created to do. To live is to fearlessly pursue the calling on your heart, regardless of whether or not you achieve great things. We are committed to helping you find holistic wellbeing so that you can be unafraid to say "yes" to pursuing your unique role in history...and maybe even discover your place in the world. We are committed to helping you live your purpose.

We promise to show up, 100%, for you.

That being said, this isn't a one-way street. It requires that you make some commitments as well; commitments to us & our programs, *and* commitments to yourself:

During your first visit, we will discuss treatment options and set goals with you. We will be flexible and make every effort to schedule appointments at times that are convenient for you. We will also give you a card to remind you of your appointments.

Here are some basic commitments we expect from all of our patients and clients:

- Please arrive on time for your appointment so that you may be given the full benefit of your scheduled treatment.
- Please plan to attend every scheduled therapy appointment. We realize that at times, this may not be possible, and you may need to reschedule your appointment. Please note that we ask you to call the office at least 24 hours before the scheduled appointment time.
- If you call to reschedule an appointment with less than 24-hour notice, it is considered a Same Day cancellation. Same Day Cancellations result in a \$50 charge



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to cover administrative costs for rescheduling and may result in discontinuation of services, if they occur regularly.

- Failure to show for an appointment or calling to cancel your appointment after the time your appointment was scheduled, is considered a No Show. No Shows will result in a \$50 charge. This charge covers the administrative costs of rescheduling an appointment and adjusting the schedule.

Two “No Showed” appointments will result in a discontinuation of your therapy services.

Multiple Same Day Cancellations or the inability to attend regularly scheduled appointments may result in discontinuation of therapy services at the discretion of the clinician.

If your services are discontinued, your referring physician/provider will be notified and you will be required to get a new referral to resume physical therapy.

We thank you for choosing ProActive Rehabilitation & Wellness, LLC. We are looking forward to partnering with you to help you reach your goals. Your therapist will be happy to discuss this policy with you if you have any questions or concerns.

The Staff at ProActive Rehabilitation & Wellness

I have read and understand this policy & I commit to prioritize attendance and active engagement in my therapy, wellness, or performance program.

Patient/ Guardian Signature

Date