



Downtown Spokane: 509.455.6002
Spokane Valley: 509.444.5678
Northside: 509.960.7340
Five Mile: 509.385.0900

www.summitrehab.org

The following policies are in place to maintain consistent and optimal care for patients of Summit Rehabilitation Associates. When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. Out of respect for our staff and clients, we ask that you call our office as soon as you know you will not be able to make your appointment. We understand that circumstances may arise that cause you to be unable to attend your scheduled appointment and we will take that into consideration.

Cancellation and No-Show Policy

Cancellations or changes to an appointment must be requested AT LEAST 24 hours prior to your scheduled appointment time. **If you wish to cancel a Monday appointment, we ask that you please contact us by noon the Friday before your appointment.

Repeated late cancellations are disruptive to the optimal delivery of care to you and our other patients. Missed appointments also affect the consistency of your own rehabilitation program.

- After **one NO SHOW**, future appointments will only be scheduled as same day appointments.
- After **two NO SHOWS**, you will be discharged from therapy and your referring doctor and/or case manager will be notified.
- After **two LATE CANCELS** (less than 24 hours-excluding weekends) at any time during your treatment, all future appointments will be cancelled and will only be rescheduled as a same-day appointment.
- After a **third LATE CANCEL** at any time during your treatment, you will be discharged from therapy and your referring doctor and/or case manager will be notified.

I have read and understand the no show policy and agree with the conditions set forth.

Patient Name (please print)

Date

Signature of Patient or Parent/Guardian

How to cancel or reschedule your appointment:

If you need to cancel your appointment, please call the clinic at which your appointment is scheduled between the hours of 7am-6pm. If we are unavailable, please leave a detailed voicemail message with your name and contact information. We will return your call as soon as possible.

Please **DO NOT** cancel or request changes to your appointment via our website or by responding to appointment reminders as we are unable to receive them.