

CORE @ MOSM

SCHEDULING / CANCELATIONS

I understand that I need to arrive at the appropriately scheduled time for treatment. Each therapist has numerous duties encompassed by their schedules. Therefore, the facility asks that you arrive at your appropriately scheduled time.

- Arriving excessively early will not ensure or entitle you to begin your therapy session early.
- Likewise, tardiness in excess of 15 minutes shall automatically cancel your appointment and will require rescheduling of the session.
- In the event that you do need to cancel or anticipate being late, please call 972-395-2293 before your scheduled treatment time. We request 24 hour notice for all cancellations.
- Please note: worker's compensation benefits can be adversely affected by cancellations or not showing for appointments.

The schedule is available by a first come first serve basis. The busiest times for the clinic are from 7-8 a.m., 12-1 p.m., and 4-7 p.m. We appreciate your assistance in scheduling during non-peak hours. Canceling minutes or hours before an appointment or not showing for an appointment may prevent other patients from scheduling in these needed times. Again, we request 24 hour notice for all cancellations. Excessive abuse of the schedule, arriving late (>15 minutes) or not showing three times, will result in discharge from therapy and a letter being sent to the referring physician. A new referral from the physician will be needed to continue therapy. We will try our very best to accommodate your schedule within our available resources. Your assistance and understanding is appreciated. **A \$25.00 fee may be enforced for no shows or late cancellations**

CHILDCARE

I understand that this facility is not an appropriate setting for children due to safety reasons for the child, me, and other patients. Children may accompany a patient if no other adult is available to supervise them. Any child allowed in the treatment area may NOT play on the exercise equipment or move around the treatment area without supervision. If the child becomes a problem due to safety concerns or distracts other patients, you will be asked to leave and reschedule when appropriate child care can be arranged. Receptionists and Metrocrest employees are not responsible for supervising children.

Signature of Patient/Guarantor

Date