



Swedish Covenant Hospital

Cancellations and No-Show Appointments

We strive to provide excellent service to you for your rehabilitation needs. Part of this process depends upon you attending the appointments you make. This is very important, so that you can reach your therapy goals.

- We ask that you kindly give 24 hour notice for all appointment cancellations and rescheduling.
- If you are unable to attend your appointment, please give at least 24 hour notice or it will result in a \$20.00 charge.
- Please be timely for appointments. If you arrive more than 15 minutes late for your scheduled appointment, you may have to be rescheduled. This is for your benefit, as well as for the other patients being treated.
- Also, three cancellations in less than 24 hours, or three no shows, may result in discharge from your therapy program.

The \$20 cancellation fee cannot be billed to your insurance company and is your personal responsibility.

Thank you for choosing Swedish Covenant Hospital and for your cooperation.

The patient and therapist have discussed the importance of therapy frequency and duration.

Date_____

Patient Signature

Date_____

Therapist Signature

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We require 24-HOURS NOTICE for all cancellations. A \$20.00 fee will be charged to you for failure to comply.

To cancel your appointment, please call any of the numbers below:

Rehabilitation Department: 773-989-1681

Rehabilitation Department: 773-989-1682

Appointment Center: 773-878-6888

You can also cancel via email at OPRehab@SwedishCovenant.org.

To avoid a \$20 cancellation fee, please give us at least 24 hour notice if you need to cancel an appointment.

If charged, this fee will be collected at your next appointment.