

**COMPREHENSIVE OUTPATIENT REHABILITATION CENTER
CANCELLATION / NO SHOW POLICY**

Research has demonstrated that for rehabilitation therapy to be effect and efficient, it is essential to have patients compliant with their scheduled plan of care. Those patients who are compliant with their schedule and home exercise program achieve their functional goals more efficiently. Due to the high volume and our expanding waiting list for patients, CBMC is adjusting the cancellation policy.

- **If you are more than 15 minutes late, we may need to reschedule your appointment.** Therapy sessions range from 30 to 60 minutes, depending on your treatment plan. It is important to your progress that you arrive on time so that we may provide you with the most efficient and effective quality care.
- **If you need to cancel or reschedule an appointment, please call us at (973) 322-7500, option 1, with at least 24 hours' notice.** If you have transportation issues and or concerns, please let your therapist know, so that a realistic care plan can be established.
- **If you cancel with less than 24 hours' notice on 2 occasions, do not show for 2 appointments, or miss more than 50% of your visits, we reserve the right to cancel future appointments.**

We are committed to your care, and your progress is dependent on consistency and continuity of care. Your safety is important to us. Any weather related cancellations would not be subject to this cancellation policy.

Thank you for choosing RWJBarnabas Health for your care.

Carole A. Andreou, MA, OTR, CHT
Director of Outpatient Rehabilitation

Date: _____

Patient Signature