



The Hand Center  
OF WATERBURY

# Hand Therapy Appointment Cancellation Policy

To Our Hand Therapy Patients:

We are pleased that you have chosen The Hand Center of Waterbury for your care. We strive to provide the highest quality care to enable you or your family member to gain functional independence and return to all of your life activities; including self-care, work, leisure, and hobbies.

One of our physicians has referred you for **Hand Therapy Services**. You are the key person in the rehabilitation team. Your health care specialists have designed a treatment plan specific to your needs, and your active participation in therapy is necessary for a successful outcome. Keeping each appointment is vital to the progress you will make. In an effort to accommodate all of our patients, advance notice is required if you anticipate being late, or need to change or cancel any therapy appointments for any reason.

## Hand Therapy Attendance Policy:

Our policy regarding appointments that must be canceled or changed is as follows:

**Cancellation:** These are defined as appointments that are cancelled in advance of the appointment time. If you are more than 15 minutes late, it may be necessary to cancel and reschedule your appointment. If 50% of appointments are canceled over a two-week period of time, your therapy services may be discontinued.

**No Show:** These are defined as appointments that are missed without calling or notifying our office in advance. Three (3) No Show appointments will result in immediate discharge from therapy services.

## **Worker's Compensation Patients:**

If you are receiving worker's compensation, your adjuster will be notified of missed appointments. If you are unable to attend appointments due to transportation difficulties, you should contact your adjuster/case manager to discuss what assistance may be available to you.

Our staff will work closely with you to reschedule your appointments whenever possible. If it is necessary to discontinue your treatment due to missed appointments, Dr. Nelson will be notified and you may need a follow-up appointment with him to reinitiate your care.

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Patient Signature

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Date