



Outpatient Therapy Program Missed Appointment Policy

Thank you for choosing Helen Hayes Hospital for your rehabilitation. We are pleased to provide these services to you. In order to meet both your and the hospital's needs; the following guidelines have been developed.

Your doctor has prescribed therapy services for you to aid in your rehabilitation. In order to receive the maximum benefit of these treatments, consistent attendance is required. Adherence to the schedule that has been developed and provided to you is paramount to your success. If consistent attendance is not maintained, you may be discharged from therapy.

Missed Appointment Policy

Cancellations must be made with registration by calling (845) 786-4194 at least 24 hours prior to your scheduled time. When canceling, please give the reason and confirm the date of your next appointment.

A patient may be discharged for poor attendance if they have:

- 2 consecutive missed appointments
- 2 missed appointments without notification
- He/she misses 2 scheduled appointments over a 10 week period

I have read or have had clearly explained to me the above policy. If I fail to comply, I understand it may lead to my discharge from therapy.

Print Name

Patient Signature

Date

Witness Print Name

Witness Signature

Date