



HEART OF THE ROCKIES
REGIONAL MEDICAL CENTER

REHABILITATION SERVICES Cancellation Policy – Buena Vista Location

HRRMC Rehabilitation Services strives to provide exceptional care to our clients and their families. We aim to provide care in ways that best meet your needs and your schedule. However, missed appointments and frequent cancellations do impact our ability to provide quality services. Please take a moment to review our policies. These policies have been created to ensure that you receive the care and information you need.

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

A notification of cancellation is required at least 24 hours prior to the appointment or earlier if possible. If you are unable to attend an appointment, please let us know by calling [719-395-6641](tel:719-395-6641). The answering machine will take a message for you if it is after business hours. Please be sure to include your name, date and time of appointment.

NO-SHOW AND CANCELLATION POLICY: If you have 3 no-shows or cancellations less than 24 hours prior to your appointment, your therapist may decide the following:

1. Discharge you from therapy:

- a. All future appointments will be cancelled.
- b. You may need to return to your doctor for a new prescription to resume therapy.

2. You may be placed on a “call-in only” status:

- a. All future appointments will be cancelled. You’ll be responsible for contacting us at [719-395-6641](tel:719-395-6641) on a day that you are available for therapy.
- b. The front office staff will look at your therapist(s) schedule to see if there is an opening for you on that day. If there is an opening, you will be offered an appointment at that time.
- c. If there is not an appointment opening that day, you will need to call back the next day that works for you to check the schedule again.
- d. Your therapist may change your status after proof of consistent attendance.
- e. Failure to show or if you cancel a call-in appointment will result in you being discharged from therapy.

LATE ARRIVAL: We understand that delays can happen however we must try to keep the other patients and therapists on time. Because of the individualized care required for each patient, it may be necessary to reschedule your appointment if you arrive more than **15 minutes later than your scheduled appointment time.**

ILLNESS: If you are experiencing a fever or contagious illness, please reschedule your appointment out of respect for patients with compromised immune systems that receive therapy. This will ensure that HRRMC Rehab remains a healthy clinic in which to receive excellent care.

Thank you for your understanding and cooperation.