



CRAVEN

PHYSICAL THERAPY & SPINE

2111-K Neuse Blvd.
New Bern, NC 28560

Tel: 252-637-5001
Fax: 252-637-5007
www.cravenpt.com

APPOINTMENT CANCELLATION POLICY

2024 Craven PT & Spine, Inc

1. Patients are allowed "one free pass/cancellation" as it relates to their future follow up PT appointments without financial penalty.
2. Canceling and Rescheduling. ***Patients may cancel or reschedule without penalty by notifying us at least 12 hours before their scheduled appointment.***
3. To cancel or reschedule, please contact us at **252 637 5001**.
A voice message service/system is there, please leave reason and **if we need to call you back** to reschedule future appointments.

2. Late Cancellation. Cancellations are considered "late" when the patient does not cancel or reschedule at least 12 hours prior to the scheduled appointment or reservation time. Late cancellations will result in the **patient being charged a fee of \$50.00**, not the insurance carrier.

3. Missed Appointments. If a patient misses their scheduled appointment or reservation without canceling or rescheduling, they **will be charged \$50.00**.

4. Provider Cancellation. If, for any reason, we must cancel your scheduled appointment or reservation, we will notify you as soon as possible and will work with you to reschedule or permit a cancellation for you if needed.

6. Refunds. Any refunds will be processed in the same method as the original payment.

7. Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

Patient Acknowledgement and Signature:

_____ Date: _____

Witness/Employee of Craven PT & Spine, Inc:

_____ Date: _____