



To Our Valued Patients:

Our goal at Cone Health Outpatient Rehabilitation is to provide the highest quality care possible to meet your needs. We understand there may be times when you are unable to attend an appointment as scheduled so the following guidelines are in place for schedule management:

CANCELLATIONS & NO-SHOWS

- We request that cancellations are made **24 hours** ahead of your scheduled appointment.
- If appointments are Late-Cancelled AND/OR No-Showed on **2 OCCASIONS**, you will be allowed to schedule 1 visit per week.
- A 3rd incidence of Late-Cancellation or No-Show will be grounds for discharge and will require a new written referral from your provider.
 - *"No-Show" = not arriving for a scheduled appointment OR cancelling after the start time of the scheduled appointment.*
 - *"Late Cancel" = cancelling an appointment after clinic closing the day prior OR same day as scheduled appointment.*

LATE ARRIVALS

- Arriving late for a scheduled appointment may result in your treatment being shortened, modified or rescheduled as determined by the therapist.

ILLNESS

- Should you experience any of the symptoms below within 24 hours before your scheduled appointment, please call the location you are receiving services to cancel and reschedule. We ask that patients be symptom-free (without fever-reducing medication) before returning.
 - Fever: Temperature of 100 degrees or greater
 - Diarrhea or vomiting
 - Any contagious illness including but not limited to pink eye, rash, and Coxsackievirus (Hand-Foot-Mouth)
- Family members or visitors experiencing any contagious illness within 24 hours of an appointment should refrain from attending.
- Patient and family members who arrive with or report any contagious symptoms within the last 24 hours may be asked to reschedule.

CHILDREN IN WAITING AND TREATMENT AREAS

- When a child is attending therapy, a responsible adult must remain in the building and must attend therapy with the child if requested by the therapist.
- Children in the waiting area must be attended by a responsible individual.
- In the event of disruptive behavior, we reserve the right to ask visitors to leave the waiting area.
- Children are not permitted in the clinic area unless they are receiving therapy. However, if a child's behavior can be managed through quiet individualized activities, the child will be allowed to stay. If the child requires attention from staff to maintain behavior, the patient and child may be asked to leave.

We appreciate you understanding the necessity of the above protocols. These will allow us to maximize our ability to treat as many patients as possible in a timely manner.