



Cancellation Policy

At Missoula Valley Physical Medicine & Rehabilitation, we strive to provide our patients with the best possible care. To ensure that all our patients receive timely and quality service, we have established the following cancellation policy.

Definition of Parties: Where “we”, “us,” and “our” refer to any employee or acting physician contracted or employed at Missoula Valley Physical Medicine and Rehabilitation, PLLC. Where “you,” “your” refers to the patient.

Appointment Cancellation:

Advance Notice: We kindly request that you provide at least 24 hours’ notice when canceling or rescheduling an appointment. This allows us to accommodate other patients in need of medical care.

Late Cancellations/No-Show: If you fail to cancel or reschedule your appointment with less than 24 hours’ notice or do not show up for your appointment (no-show), you may be subject to a cancellation fee of \$25.

Exceptions: There may be exceptions to the cancellation policy in case of emergencies or unforeseen circumstances. We understand that life can be unpredictable, and we will consider these on a case-by-case basis.

How to Cancel an Appointment:

To cancel or reschedule your appointment, please contact our office as soon as you identify you will be unable to attend. You can reach us by phone (406-327-4308) during our regular office hours 8:30am-4:30pm, Monday through Thursday. You can leave a message if you call after hours. Additionally, you may cancel your appointment through our online patient portal or by emailing us at office@missoulavalleypmr.com.

Payment of Cancellation Fees:

If you incur a cancellation fee, it will be added to your account, and you will be required to settle the fee before scheduling any future appointments. Please note that cancellation fees are typically not covered by insurance or third-party payers. Patients are responsible for payment of cancellation fees.

If you fail to provide notice of a cancellation at least 24 hours prior to your scheduled appointment time OR if you fail to notify our staff of a cancellation all together and do not show up for an appointment (no-show), you are at risk of dismissal from our clinic. When either violation occurs a total of three times, we are no longer willing to reserve time for you to receive care in our clinic. As a courtesy, we send you a notification warning of dismissal after two missed appointments. Afterwards, if a third appointment is missed or cancelled, for any reason (given a 24-hour notice or no) you will be dismissed from our practice.

As a courtesy, we offer appointment reminder services, such as email, text, and phone call reminders to help you remember your appointments. While we strive to provide these reminders, it is ultimately the patient's responsibility to remember and manage their appointments. If you have recently had a change in your contact information and have not notified our staff of such, we cannot be held liable for missed appointment reminder communications.

Photocopies and electronic signed versions of this form are valid as the original.

I have read and understand the cancellation policy.

Patient Name

Signature of Patient or Legal Representative

Date