

Pain Management Program

Patient Attendance Policy for Physiotherapy, Occupational Therapy, Psychology and Social Work

To ensure timely and effective patient care, we try to keep appointments on schedule. If you are more than 15 minutes late, your appointment may be rescheduled as the delay may affect the care of others. This decision will be made at the discretion of your treating therapist.

Please be advised that you may be discharged from therapy if:

- You fail to attend **two (2)** scheduled appointments without giving appropriate notice. We appreciate at least **24 hours' notice** of a cancellation unless a sudden illness or emergency occurs.
- You have repeated cancellations that affect the effectiveness of your treatment.
- You fail to contact the Pain Management Program to rebook your therapy session within 8 weeks of your last visit.
- You have confirmed participation in one of our treatment groups and fail to attend without appropriate notification. You will not be offered a spot in any future groups.

This policy is necessary to ensure you receive maximum benefits from your therapy and to improve access to care for those awaiting our services.

Thank you for your understanding and adherence to our patient attendance policy.

CARING FOR THE BODY, MIND & SPIRIT SINCE 1869

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