



OSI CANCEL / NO SHOW POLICY: HOW IT AFFECTS YOU

Thank you for choosing OSI Physical Therapy as your physical therapy provider.

We are sincerely concerned with helping you meet your goals of therapy. In order to do this, it is important that you attend all scheduled therapy appointments. Consistent attendance allows you and your therapist to progress your treatment program which will result in quicker recovery and better outcomes.

We realize that there are times when unforeseen circumstances make it impossible to attend your scheduled appointment. If this happens, please give us as much notice as possible so we can reschedule the time for another patient and find another time for your appointment. Canceling an appointment with short notice or not showing up for appointment takes up clinic time that could benefit another person.

In order to enforce this policy, you will be charged \$25 if you cancel an appointment less than 24 hours before your appointment time or do not show for an appointment.

Canceling or “no showing” for more than three appointments will unfortunately limit your ability to schedule advanced appointments and may result in allowing same day scheduling only.

We want to make your physical therapy experience as beneficial as possible and your commitment is a very important part of this. If you know you are going to have a difficult time making your appointments, please discuss this with you therapist. We will try to accommodate your needs.

Thank you

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651-464-8502
(fax) 651-464-8547

LAKE ELMO
651-702-6932
(fax) 651-735-3586

LINO LAKES
651-784-7866
(fax) 651-784-7870

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651-779-6543
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NORTH ST PAUL
651-770-1813
(fax) 651-770-1180

STILLWATER
651-439-8540
(fax) 651-439-7173

SOMERSET
715-247-5735
(fax) 715-247-5738

WEST ST PAUL
651-552-5928
(fax) 651-450-2211

WHITE BEAR LAKE
651-653-1350
(fax) 651-653-5213

SHOREVIEW
651-765-4103
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