

**FAULKNER HOSPITAL REHABILITATION DEPARTMENT**  
**Attendance and Cancellation Policy**

- If you must cancel your appointment, please notify the Rehab Department **24 hours in advance**. Our voicemail provides 24 hour a day service. We would be happy to attempt to reschedule that appointment to a different time or day.

**24 hour Cancellation Line: 617-983-7271, wait for prompt, press option #1**

- We adhere to a strict cancellation policy.
  - **If you cancel three appointments**, your therapy will be discontinued.
  - **If you do not show up for two appointments**, without notifying us beforehand, your therapy will be discontinued.
- Your courtesy of a 24 hour cancellation notice will allow us to offer that appointment time to another patient who needs therapy that day.
- Your therapy is a joint venture between you and your therapist. Your attendance at scheduled appointments is directly related to the success of your treatment.