



PERFORMANCE
INJURY CARE & SPORTS MEDICINE

Medical Appointment Cancellation/No Show-Late Policy/Reschedule

Thank you for trusting your medical care to Performance Injury Care & Sports Medicine, Inc. (PICSM). We set aside enough time with your practitioner to ensure you receive the highest-quality care. Should you need to cancel or reschedule an appointment, please give us 24 hours' notice. Our business hours are Monday-Wednesday, 8 am -5 pm; cancellations must be made within our business hours.

- Effective January 1, 2026, any patient who fails to show up, cancels or reschedules an appointment without contacting our office at least 24 hours in advance, or shows up 10 minutes past their scheduled time will be considered a **NO SHOW**.
- **NO-SHOW** appointments will incur a **\$75.00** fee. This will be applied to established and new patients.
- Second **NO-SHOW** appointment will incur a **\$100** fee. To reschedule, you will be charged **\$150.00**, which will be applied to your service. If you fail to show up for your appointment, the charge will not be reimbursed.
- **Regenerative procedures** that are rescheduled more than twice will be assessed a **\$250** rescheduling fee. If you fail to show or reschedule for a third time, this amount is non-refundable.
- If this balance is not paid before your next appointment, that appointment will be canceled.
- Any balance not paid within 90 days will be sent to collections.

We understand that unforeseen emergencies may occur, and you may not be able to keep your scheduled appointment. If you experience extenuating circumstances, don't hesitate to contact our office at (406) 422-5817; we may waive the No-Show Fee. As a courtesy, we send reminders via email, text, and phone call. **Our office is open Monday through Wednesday, 8 am-5 pm.**

I understand the Medical Appointment Cancellation/No-Show/Late Policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Print Name

Date

Revised 12/09/25 jb