

## **CANCELLATION/RESCHEDULING**

We understand that you may sometimes need to reschedule appointments. When we schedule your appointment please understand that we are reserving time for you to see one of our clinicians. If you need to reschedule the appointment due to unforeseen situations such as a newly scheduled doctor appointment or the need for a higher level of care, we request that you call as soon as possible or call at least 24 hours in advance. This courtesy makes it possible to provide the best care for all of our patients here at Freudenthal Home Health.

***If you have canceled more than 3 appointments during your time with home health we will need to evaluate your need for our services and commitment to your goals established at the start of services.***

## **NO SMOKING, DRINKING ALCOHOL, OR IV DRUG USE**

No smoking, drinking alcohol, or IV drug use of any kind is permitted while our clinicians are in the home providing services. This includes, but is not limited to, alcoholic beverages of every kind, tobacco products (cigarettes, cigars, pipes), e-cigarettes or vaping devices, marijuana (both medicinal and recreational), methamphetamines, heroine, or any other illegal substances.

***If you or a family member are using any of the substances listed above we will not be able to continue providing services and will need to reevaluate your need for our services.***

## **INFESTATION OR SAFETY RISK TO STAFF**

It is crucial that you inform Freudenthal Home Health staff if you suspect or know there is any kind of infestation or safety risk in your home. We will need to discontinue providing services until you can provide paperwork from a pest control specialist stating the infestation has been alleviated or proof that all safety risks have been resolved.

Thank you for choosing Freudenthal Home Health as your home health provider and we look forward to the opportunity to serve you further.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Clinician Signature: \_\_\_\_\_ Date: \_\_\_\_\_