

MSK Outpatient Physiotherapy Departmental Patient Attendance Protocol

In-order to keep appointment waiting lists as short as possible the Cardiff & Vale UHB Patient Access Policy states that;

If you **do not attend your appointment** you **must** contact the department on the same day to avoid being discharged.

If you **cancel two appointments** or do not re-book within a month of cancelling, you will be discharged.

This policy applies to individual and class treatment sessions.

If you have any questions regarding this attendance protocol then please speak to a member of staff who will be happy to discuss it with you.