

Appointment cancellations / cancellation fee

Cancel an appointment

We are purely an appointment practice, so appointments agreed with us verbally and in writing are binding. In principle, you have the option of canceling the binding appointments agreed with us free of charge up to 24 hours in advance.

You are welcome to do this in person or by telephone, or at any time by sending a message to the answering machine (if you have spoken to the answering machine, the message will reach us; there is no need to call back to confirm from us. This applies from the time of your message Appointment as canceled. Even on Sundays!). We expressly CANNOT accept cancellations by email.

Failure fee

If your appointment is canceled 24 hours before your appointment with us or later, it will – always and without exception! - You will be charged a private cancellation fee of €50.

Of course, we try to fill the gap, for example with patients who are waiting for an appointment. If this is successful, you will not be charged a cancellation fee. We will not tell you this specifically; you will simply not receive an invoice. If we are unable to do this or there is no time left for planning, you will be charged the above-mentioned cancellation fee.

If you completely forget to cancel your appointment with us and simply do not show up, we will charge the **full amount of the current therapy rate** for the appointment agreed with you (as of March 24, for example, 67,93€ for a 45-minute individual treatment). Here we have usually already made concrete preparations for your treatment, wait a while and then have to clean up again. Any additional costs that may arise due to your failure to do so (e.g. travel costs and time when traveling to the home visit) will be invoiced additionally.

What can you do to avoid being charged a default fee?

1. If you are unable to attend, cancel at least 24 hours in advance!
2. Convert the agreed appointment into a video treatment (e.g. in the event of a public transport strike, conflicting appointments or only a mild infection).
3. If the patient is unable to attend at short notice, the parents/relatives are welcome to use the therapy time for a development discussion with their therapist.
4. Hoping that we can spontaneously get the appointment booked elsewhere... The more time we have available, the better the chances are!

Legal basis for charging a cancellation fee:

If you cancel your appointment at short notice or do not attend it, you will be in so-called “default of acceptance” according to Section 615 of the German Civil Code (BGB). In this specific case, this means

that we have reserved our working hours for you and will suffer loss of earnings due to your non-appearance. In this case, the law stipulates that you have to reimburse this loss of earnings. The exact text of the law and further legal information on this topic can be found under the links below.

<https://www.iww.de/pp/recht/verguetung-wann-duerfen-sie-als-therapeut-ein-sperrhonorar-verlangen-f97356>

https://www.gesetze-im-internet.de/bgb/__615.html

This is so annoying!

We are aware of that. This topic is often met with a lack of understanding by our patients in everyday practice and sometimes leads to unpleasant conversations or even termination of treatment by patients. These situations are often very unpleasant for us and we would be happy to be able to avoid them. We would therefore like to explain the charging of these default fees in more detail. Last but not least, so that you can understand that we do not want to punish, rip off, scare away or treat anyone unfairly. We simply have to secure our existence as a reliable, high-quality practice.

If you have received an invoice for a default fee, please read the following section carefully before speaking to us. Many of your questions have already been answered here.

Why do I have to pay a cancellation fee?

A successful therapy involves two parties: the therapist and the patient.

Patient compliance includes attending their therapy appointments regularly and canceling them in a timely manner.

This is the responsibility of the patients themselves, not of the health insurance companies - these reimburse a therapeutic service **that has taken place**.

As a medicine practice, unlike many doctors' practices, we are purely an appointment practice. This means that we reserve the time of your appointment exclusively for you, often a full 45 minutes or more. If you do not attend this appointment, you will deprive us of our working basis and at the same time the remuneration for the time we work (we are still there - even if you are not!). And not only that: every short-term cancellation incurs **real costs** for us (therapists' wages, rent, electricity, additional work for practice assistance, etc.).

Yes, our waiting lists are long - but when I bring in a new patient, I have to continue treating him/her. This means that your therapy place would be occupied twice. Would you like to immediately lose your permanent therapy place just because you fell briefly ill? That would be our only option to compensate for the resulting financial losses in another way. But at the same time we would no longer be able to guarantee continuous treatment and the quality of our work would suffer massively - stupid... and therefore out of the question.

And yes, we have a social-therapeutic-medical profession that we love very much and also have a lot of understanding and empathy for our patients. But we are not Samaritans - we are a service provider and run a company with jobs, pay rent and taxes, have to purchase therapy materials and attend expensive training courses in order to maintain the quality of our work. In short: we rely on working economically and to cover our costs - like every company.

Goodwill regulation:

Since we are only human, we can absolutely understand why people are annoyed about receiving such a default invoice! In order to smooth things over a little in advance, we approach our patients and say to ourselves: "Shit happens"! Therefore, every patient receives a "free shot" on a goodwill basis. This means that for the first appointment that is not canceled on time, there will only be a warning. Of course, the prerequisite for this is that you treat us politely and respectfully! This is a friendly but non-binding gesture on our part and you have no legal right to it.

Questions and reactions that often arise in this context (basically the FAQs):

But my child / relative / myself were sick! It can't be that I have to pay anything for this!!!

In fact, in many areas of life you do this completely naturally, without questioning it. If your child can't go to soccer or piano lessons because he or she is sick, you still continue to pay the club or music school and you wouldn't think that you would be reimbursed for the missed lesson. It is also completely natural that we have to pay for a trip, a concert ticket or a train ride that we have booked, even if we are then perhaps prevented from attending and cannot attend. Annoying? In any case! But still of course... The case is no different with therapy! The only difference: You enjoy the service that your health insurance company normally covers the costs of the treatment - but only if you actually keep the appointments you have booked and requested! Conversely: Since we incur actual, real costs as a result of your short-term cancellation, it would mean that you expect US to pay money because your child is sick.

At my Ergoth. / Physioth. / former logop. I always just signed! I can do that now too - they get money and I don't get a bill.

You shouldn't say that too loudly! Billing fraud and fraudulent services falls under fraud and are punishable for both parties according to Section 263 of the German Criminal Code! This can also cost a practice the license. We are not prepared to commit criminal offenses or put our livelihoods at risk, so this is absolutely out of the question for us!

My treatment was canceled at short notice last week because the therapist was unavailable. Then I can invoice you for this!

As a rule, you will not suffer any (financial) damage if the appointment is canceled or postponed by the practice. Therefore, you are not entitled to any compensation. If you incur any damage as a result of our cancellation, for example travel costs, we could certainly cover this damage. Prerequisite: The damage has actually occurred. However, this should be avoidable with reasonably good organization... If we forget to cancel your appointment (we are only human too...), it goes without saying that we will cover the costs incurred! However, if we have tried several times in vain to contact you using the numbers on file or you have simply forgotten to listen to your mailbox, we will not be liable for the damage caused.

My child/relative/I myself suffer from a serious illness that can often unforeseeably lead to a sudden inability to receive treatment (such as severe epileptic seizures, certain situations with autism and the like). Paying a cancellation fee for this is unreasonable for me!

If the underlying disease for which a patient is being treated by us may also be the cause of occasional short-term inability to treat, in this case we have the opportunity to make individual arrangements in advance. The only important thing is that you communicate such a concern to us clearly in advance for future situations and we can find a fair solution together. This is no longer possible retroactively. If appointments are forgotten or canceled at short notice for other reasons, we will, in fairness, also charge these patients a cancellation fee. Equal rights for all!

For me it's difficult to finance the default fee

If you are unable to pay an invoice we have issued by the due date, please contact us to avoid unnecessary reminder costs. In individual cases we can agree on an individual payment in installments. The responsible practice assistant can usually be reached:

Tuesday + Thursday 10 a.m. to 2 p.m. by telephone +49 30 516 411 99

or you can write us an email to

kontakt@praxis-logvogel.de

Final notes:

It has also happened to me as a practice owner that I was unable to make my physio appointment during a public transport strike and had to grind my teeth to pay the bill. But I was mad at the train - not at the therapist! When my daughter got sick and we couldn't go to the theater and the expensive tickets were gone, I was angry too - at the stupid viruses!

Some people would find it unfair that health insurance companies do not cover this cancellation fee due to illness - after all, there is an illness. But should our health system, which is already heavily burdened by Corona, also pay for services that did not take place?

Let's imagine this:

In this case, the patient would have the burden of proof to the therapist and the therapist in turn would have to provide evidence to the health insurance company.

In what form does the proof take place? What is acceptable and what is not? How short term is short term? Was it really not possible to order a replacement? Will it only be taken over in the event of a one-time short-term cancellation? Is there a limit on the number per prescription? How does it have to be documented?

An enormous amount of bureaucratic effort and a lot of discussion and cuts in billing...

The health insurance associations would have to develop detailed regulations and hire more clerks to check the invoices, as it would be much more complex.

Clerks cost money, a lot of money.

Money that is missing elsewhere in our healthcare system where it is needed for real treatments.

Ultimately, this would further increase employee contributions - which no one wants... Would that really make sense??

Nobody can seriously expect us to forego payment for our work and accept additional costs as a gesture of goodwill.

Anyone who shows respect and appreciation for us and our work does not discuss with us the justified charging of the cancellation fee.

Anyone who does not pay their bills will no longer receive any further treatment from us.

If we accidentally create an unjustified invoice (yes, that also happens very rarely), we will be happy if you let us know in a friendly manner and do our best to clarify the situation.

A big

***** THANK YOU SO MUCH! *****

at this point to all of our wonderful, friendly and understanding patients and their relatives,
who try to keep their appointments regularly and always cancel them on time!

This is an important basis for successful therapy and
this positive appreciation towards us definitely
increases work morale and thus the quality of our
work :)

Your Team at the LogVogel practice



As of 03/2024