

Pediatric Physical & Occupational Therapy Services, LLC

The offices of Rosemary White, OTR/L & Associates

Main Office

Ped PT & OT Services
20310 19th Ave NE
Shoreline, WA 98155
Ph: 206.367.5853
Fax: 206.367.9609
pedptot@comcast.net

South End Office

Ped PT & OT Services
6617 So 193rd Pl, Suite P-103
Kent, WA 98032
[call, fax or e-mail Main Office]

www.pedptot.com

72-Hour Cancellation Policy

You will be charged for any cancellations and/or missed appointments with less than 72-hour notice prior to the missed appointment - unless the cancellation is related to illness or emergency.

In order to provide your child with the greatest benefit from therapy and to meet therapy goals, it is important for your child to be seen on a consistent weekly basis. Please do your best *not* to schedule other appointments or activities that will conflict with the regularly scheduled appointment.

- Your therapist has confirmed a regular weekly session to working with your child individually
 - Advance notice will avoid a late cancellation fee plus allow your therapist time to reschedule the appointment for another child in your child's absence.
- We understand that parents cannot always give a 72-hour notice for emergency or illness and we always take that into consideration. You will not be charged for cancellations due to illness or emergency.
- The fee for a missed appointment is 50% of your the hourly rate and it cannot be billed to insurance.

Please contact the office by phone with cancellations. We ask that all Washington clients' contact the main office in Seattle at 206-367-5853 (press option 2 for the therapists' message box) and Oregon clients' contact the office in Portland at 503-232-3955. We have a 24 hour voice mail, available 7 days a week. If you reach voice mail, please leave a message. Your therapist will check for messages throughout the day, on the weekends and holidays so your message will be received promptly. ***We request that you please do not notify of cancellation by e-mail as we cannot guarantee that your e-mail will be received as promptly as a phone message.***

Cancellations for more than 2 weeks:

Our office policy regarding cancellations for 2 weeks or longer (for vacation or reasons other than illness or emergency) is to hold the appointment for 2 weeks. If a child will miss 3 weeks or more (either consecutive or non-consecutive) we require payment for the 3rd session plus any additional missed sessions in order to hold the appointment. The fee to hold an appointment is 50% of the hourly rate and it cannot be submitted or billed to insurance.

If you will be away from therapy for more than 2 weeks and choose not to pay to hold the appointment, when you are ready to resume therapy we will schedule as quickly as we can with the same therapist. However, we cannot guarantee the original appointment day or time will be available when you return.