

Pediatric Physical & Occupational Therapy Services, LLC
The offices of Rosemary White, OTR/L & Associates

Main Office

20310 19th Ave NE
Shoreline, WA 98155
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Clinic Info

www.pedptot.com
office@pedptot.com
TIN: 42-1613982
NPI: 1356415756

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. When a cancellation is related to illness or emergency, we require notification prior to the starting time of the appointment to avoid being charged for the missed appointment.

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 work with your child individually.
 - 72-hour advance notice will avoid a late cancellation fee and allows your therapist time to reschedule the appointment in your child's absence.
- We understand that parents cannot always give a 72-hour notice for emergency or illness. You will not be charged for cancellations due to illness or emergency when notification is received prior to the starting time of the appointment.
- The fee for a missed appointment is 50% of the hourly rate and it cannot be billed to insurance.

Please contact the office by phone with cancellations. We ask that all clients contact the main office in Shoreline at 206-367-5853 (press option 2 for the therapists' message box) regarding cancellations. 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 us 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 are 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.

Illness Policy: We require that anyone attending OT sessions in the clinic be at least 24-hour fever free before coming into the clinic and have at least 24 hours of relief in symptoms to help avoid the spread of illnesses and allow full participation in therapy activities. We have many immune suppressed children and adults that attend our therapy sessions; we appreciate your help in supporting their medical needs in keeping the clinic as germ free as possible.