

Pediatric Physical & Occupational Therapy Services, LLC
Pacific Northwest Pediatric Therapy, 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

www.pedptot.com

South End Office

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

Portland Office

Pacific NW Pediatric Therapy
4305 SE Milwaukee Ave
Portland, OR 97202
Ph: 503.232.3955
prpt1@comcast.net

72-Hour Cancellation Policy

- **You will be charged for any cancellations and/or missed appointments with less than 72-hour notice prior to the appointment time.**
- The charge for a missed appointment is 50% of your regular hourly rate and this charge cannot be billed to your insurance.
- We understand that parents cannot always give a 72-hour notice when there is an emergency or illness and we will take that into consideration.
- To avoid cancellation charges, your therapist will do her best to reschedule the missed appointment. However this is always dependant on times available.

In order to provide your child with the greatest benefit from therapy and meet the goals, it is important for your therapist to see your child on a *consistent weekly basis*. Please do your best to schedule other appointments or activities at a time other than your regularly scheduled appointment.

- Your child's appointment is confirmed on an ongoing weekly basis, for as long as your child requires therapy or until a more convenient appointment is available on your therapist's schedule. *Your therapist has dedicated this time each week to working with your child.* When it is necessary for you to schedule another appointment or activity during your regular therapy time then it is important that you *notify your therapist as far in advance as possible* to allow her time to reschedule your spot with another child.
- If you are unable to keep a therapy appointment please contact your therapist to discuss the possibility of rescheduling your missed appointment.

In order to avoid being charged for a missed appointment, we require that all cancellations be made directly through the main office, in Seattle at 206.367.5853 (press 2 for the therapists' box and then # if you don't want to listen to the recorded messages) and in Portland at 503.232.3955. This is a 24-hr voice mail and you can leave a message any time of the day or night. If you reach voice mail please don't hesitate to leave a message. Your therapist will check for messages throughout the day 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.