



Cancellations

We require a 24-hour notice (at minimum) for a penalty-free cancellation of therapy appointments. Less than 24-hour notice will be subject to a \$50 cancellation fee for EACH service cancelled.

No Shows

“No Call/ No Show” appointments will be subject to a 100% fee of the reserved therapy time slot for **EACH** therapy scheduled for that day. This fee is a result of our inability to rebook that time slot for another client. Patients with more than one “no call/ no show” fee will be asked to pre-pay all therapy sessions in the future.

Why Do We Have A Cancellation Policy?

Our policy protects our therapists. Did you know that in our industry we work as independent contractors? This means our therapists earn their income per session. They do not make a salary. They get paid hourly. Therefore, if a patient does not show up or cancels an appointment with little notice, this leaves little opportunity for us to book another child in that time slot.

Our policy protects our children. Did you know we have a waitlist for ALL services rendered here PTS? The waitlist for some modalities is greater than 6 months. Missing an opportunity to serve another child in our community makes us sad! Giving proper notice allows each and every child the time for proper treatment and care.

Sincerely,

Michelle Adams, OTR/L

Owner, Pediatric Therapy Solutions, Inc.