

Important Notes about Therapy Appointments

Following are some requests and requirements for you for therapy at our office. This will help us to provide services in a timely and efficient manner.

Please arrive a few minutes before your appointment time. We are usually scheduled every 30 minutes for therapy sessions or 60 minutes for evaluations. Your promptness helps us to stay on a timely schedule. Delays can happen. If you will be late, call to let us know and to see if that will be a problem.

Therapy appointment times will last approximately 25 minutes, if you are scheduled for a half hour appointment. Or for approximately 55 minutes for a one hour appointment. We try to be as generous with therapy time as possible. There may be occasions when we can give you additional minutes if we have the time in the schedule.

Please give as much notice as possible when you need to cancel. At the very least we want 24 hours advance notice. Someone else may be able to take an appointment time if we have a chance to offer it to them. We have not historically charged for failed appointments; we do reserve the right to charge for a failed appointment. If more than 3 scheduled appointments are failed, this is considered a voluntary discharge. Future appointments will be canceled.

If you or your child is ill, we advise that you cancel your appointment. This is also advised if the illness has been in the last 24-48 hours. We will certainly understand if this happens at the last minute. Please feel free to call if you are not sure.

Copayments are due at the time of service. This is part of your insurance contract and part of our agreement with insurers with whom we contract.

Outstanding account balances are to be paid within 30 days of billing. If you need to make arrangements, please talk with Rita or Amy about your specific needs.

Specific questions about therapy should be addressed in the session, if possible. If you have other related questions, a phone call might be a better option. If it is a detailed situation and discussion, then a separate appointment time should be scheduled.

Please do not bring snacks and foods into the reception area. This gets a bit messy. Also, we have some patients with food allergies and sensitivities. Food debris can seriously affect them.

Please be courteous with the use of cell phones. Either take calls in the hallway or building lobby or return calls at a later, more convenient time.