

CANCELLATION POLICY

John Lathrop Physical Therapy PLLC

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled by 8:00am on the preceding business day. For example, if your appointment is scheduled on Monday morning, please cancel before 8:00am on the preceding Friday.

Physical therapy appointments are very important to a successful recovery. When a patient does not show up for a scheduled appointment, another patient loses out on the opportunity to be seen.

Appointments that are not cancelled within the allotted time frame will result in a cancellation fee of **\$150**. Exceptions can not be made for illness, forgetting your appointment, traffic, work complications, etc. If you anticipate a conflict, it would be best not to make an appointment, but rather call the morning of the wished appointment to then see if there is availability.

We appreciate your understanding and if you have any questions please feel free to contact the billing office at (646) 455-1312.

Patient Signature: _____ Date: _____