

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 two business days in advance. If your appointment is scheduled for Monday, please cancel by end of normal business hours on THURSDAY. Cancellations made to an appointments booked two weeks in advance or longer, we ask for a full week's notice.

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 **\$175**. Exceptions cannot 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: _____