

**Cancellation / Missed Appointment / No Show Policy**

All Boston Ability staff is committed to both your well-being and the gain of your physical abilities. The adherence to the recommended number of treatments is a vital component of your progress with our services.

We understand that rescheduling is sometimes necessary. Our policy is that we require advance notice the business day prior to your appointment should you need to reschedule or cancel.

**To cancel and/or reschedule appointments, please call 781-239-0100**

If you do not reach the front office staff, you may leave a detailed message on the voice mail. Please be sure to leave us your phone number and let us know the best time to return your call.

A late cancellation is any cancellation that occurs less than 24 hours to your scheduled appointment. The fee for late cancellation is \$50.00. In the event of late cancellation, if you are able to reschedule your appointment within the same week the cancellation fee will be waived.

Failure to cancel an appointment or missing ½ or more of your scheduled appointment is considered a “No-Show.” The fee for a no-show is \$165.00 and cannot be waived.

If your child arrives late for their appointment we are unable to bill your insurance company for that portion of the missed session. In these instances you will be financially responsible for the portion of the treatment session that your child was not present.

In instances of repeated non-compliance with your scheduled visits, we reserve the right to discontinue care and will inform your physician of the fact that your service has been discontinued due to non-compliance with the prescribed order.

We appreciate you greatly as our patient and strive to accomplish wonderful results and success for you.

I understand and agree to adhere to the appointment policy.

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Signature of Legal Guardian

Date

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Print Patient's Name

Print Name of Legal Guardian