



Boston Ability Center Scheduling Policies

The Boston Ability Center’s top priority is helping your child meet his/her therapy goals as quickly as possible. Adherence to the recommended frequency of therapy sessions is the first step to ensuring success. We understand that rescheduling an appointment is sometimes necessary. Please let us know a minimum of 24 hours before your scheduled appointment if you need to cancel.

Please initial next to the items below to indicate understanding of our cancellation and missed appointment policies.

_____ To cancel and/or reschedule appointments, please call 781-239-0100. Please do not cancel or reschedule via email or with your child’s clinician. 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 prior to your scheduled appointment. The fee for a late cancellation is \$50.00. In the event of late cancellation, if you are able to reschedule your appointment within one week, the cancellation fee can be waived.

_____ Failure to cancel an 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 his/her 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 for which your child was not present.

_____ Arriving more than halfway through a scheduled appointment is also considered a “No-Show.” The fee for this is \$165 and cannot be waived.

_____ During vacation seasons we can hold your weekly therapy appointment for up to 2 consecutive weeks. Appointments vacated for 3 or more consecutive weeks cannot be saved.

_____ The Boston Ability Center is committed to continuity of care and a team approach to treatment. If your child’s primary clinician is out of the office due to illness or vacation, your child may be moved to another clinician’s schedule so as not to disrupt his/her weekly services.

_____ If we notice that your regularly scheduled appointment is difficult for you to consistently attend, we may ask you to work with our front desk to find an appointment time that works better for you.

_____ In keeping with our mission to empower parents and caregivers with knowledge about a child’s treatment, parents and caregivers are often invited into treatment spaces for education. We ask that all caregivers respect every child’s privacy by attending only to that which pertains to your child. If you are uncomfortable receiving education in treatment spaces where other therapies are taking place, please ask for a private space.

Thank you for choosing the Boston Ability Center. We are so excited to get to know you and your child!

I understand and agree to adhere to the appointment policy.

Signature of Legal Guardian Date

Print Patient’s Name Print Name of Legal Guardian

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