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OFFICE POLICY

In order to ensure that NYC Speech-Language Pathologist is providing all our clients with the highest level of service, we would like to inform you of our on-going office policy.

- **Co-pays** are to be paid before the beginning of your session. If you do not present your co-pay, the session will not be held. Receipts will be issued upon request. (Insurance patients only).
- For private pay clients, payment for services is required when the client checks in with the receptionist. No exceptions. Receipts will be issued upon request.
- **Cancellations:** If you must cancel a therapy session, it is required that you provide **at least 24 hours notice of any cancellations**. This time allows us to schedule and provide a make-up session to another client. If an appointment is cancelled less than 24 hours before the scheduled appointment, the client will be charged the full billable rate determined by the insurance policy. BOE clients: sessions will NOT be made up and the district will be notified of inconsistent attendance patterns.
- **One Months Notice** is required prior to patient termination of services.
- **No Show/No Call:** When a client does not call to cancel a therapy session, this is considered a cancellation. The therapy session will not be made-up and the client will be charged the full billable rate determined by an insurance policy or rate per service.
- **After Three No Show/No Call** sessions have been recorded, your case will be closed.

If you have any questions, please feel free to contact us at (914) 236-3365.

Patient's Name: _____

Signature: _____ Date: _____