Attendance and Cancellation Policy

When you make an appointment at River City, that time is reserved for you and your therapist. Therefore, if you must cancel an appointment, at least 24 hours notice is required. For all appointments cancelled with less than 24 hours notice, a $35 no-show fee will be charged. This fee is not billable to insurance, and is the responsibility of the patient. This applies to all patients at River City except those covered by Medicaid. The no-show fee must be paid before another appointment can be scheduled. Additionally, if you miss 2 appointments consecutively, you will be discharged as of that day. Excessive no-shows or cancellations will also be grounds for discharge, and are at the discretion of your therapist and River City.

Appointments last between 45 minutes and one hour. As a courtesy to our other clients, if you are more than 15 minutes late for your appointment you will not be seen. This will count as a no-show, and any no-show fees will be charged to your account.

In the event of inclement weather, we follow the Richmond Public Schools closings for the Richmond office, and Petersburg Public Schools closings for the Petersburg office.