



## CANCELLATION POLICY

**Welcome to our office.** We appreciate the opportunity to work with you and your family. Our office is dedicated to high quality patient care. To maintain our high standards we believe that it is important we communicate our policies to you. Please take a moment to read and become familiar with this policy. Should you have any questions, we are happy to help. By presenting this policy in advance, we can avoid any surprises or misunderstandings. We appreciate your time and understanding.

Our clinic strives to provide the best therapy services possible. In order to ensure optimal use of valuable therapy time, please discuss schedule changes at the end of your appointment with your therapist. We understand occasional changes are necessary to due illness, vacations, etc. Please call our office within 24 hours of a scheduled appointment if you need to cancel or reschedule that appointment. This allows for clients to reschedule into additional openings therapists may have. For Monday morning appointments our office appreciates being notified no later than Friday afternoon. This will allow other patients in need of care to be accommodated. It is unfair to both the other patients and therapists to not allow for others to schedule into the open time slots. You may call the clinic at 479-474-6444 or contact your therapist directly by phone or text. Our therapists are always available to you.

- You are expected to be on time for your scheduled appointment and arrive on time to pick up your child. This is to ensure that parents are present so that the therapist can collaborate with the parent(s)/guardian and other children's sessions start on time.
- Late fees and charges will be implemented if you are consistently late to your appointment time or are late to pick up your child. *Note: Insurance companies DO NOT reimburse for late fees; this is the responsibility of the parent(s)/guardian.*
- Three consecutive no-shows require your child to be placed on a hold status until the issue of missed appointments is resolved. If a resolution is not made within 5 business days, your child will lose his/her therapy time and be placed on a waiting list.
- We require an 80% attendance rate and will need to take the patient off the therapist's schedule if it is not adhered to. Late attendance will also affect this rate. *Note: We will be tracking visit numbers and as a courtesy, we will notify you when your percentage drops below the required 80%.*

We are happy to work out scheduling problems with you. Please let us know if you are experiencing a problem with your current schedule. If therapy needs to be canceled for a couple of weeks, such as an extended trip, we will hold your therapy spot for up to three weeks. We will then have to place you on a waiting list and will fit you back in the schedule as soon as we can. **I hereby understand the above cancellation policy and agree to abide by it.**

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Parent or Legal Guardian Signature

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Date