



Office Policies

These policies are in effect as of 6/15/24

- 1. APPOINTMENTS** An appointment time will be scheduled for you/your child with the length and frequency based on the patient's individual needs. If you are late for an appointment or have to leave earlier than your scheduled appointment time ends, you will be billed for the full session. You may wait in your car during the session but please do not leave the grounds. Therapy and instruction sessions include direct treatment time and time at the end of each session for parent consultation. A 40 minute therapy session will include 25-30 minutes of direct treatment and 5-10 minutes for parent consultation as needed. We ask that you assist us in being considerate to the client scheduled after you.

☐ Agree

- 2. ATTENDANCE POLICY** Since we hold a session slot, you are essentially promising to fulfill that slot. We take careful attendance. If you exceed a cancellation rate 15% or greater you will receive a written warning notice that your current patient status is in jeopardy, especially if you do not schedule/attend make-up sessions during the same week. This includes emergency, non-emergency, and vacation cancellations. When you schedule an appointment, you have "purchased" the therapist's time. No one else can then contract for that time. Therefore, appointments that are canceled or rescheduled with LESS than 24-hour notice will be charged a Late Cancellation fee of \$75.00.

☐ Agree

- 3. NO SHOW POLICY** Appointments that are "No-Show", meaning the patient did not come for a scheduled appointment and did not call in advance to cancel, will be charged a No-Show fee equivalent to the rate of the therapy session, \$110.00. If cancellations become excessive for non-emergency purposes, then the client may lose their ability to schedule.

☐ Agree

- 4. CANCELLATION POLICY** In an emergency (illness, death in the family), we ask that you cancel as soon as you are able to avoid a Late Cancellation fee of \$75.00. Please make every attempt to reschedule missed sessions. If your therapist is able to schedule a make-up session for you, the fee for the missed session will be waived and you will be responsible for payment of the rescheduled session only. Each client is allowed one freebie in which they will not be charged for a late cancellation per calendar year.

☐ Agree

5. HOLIDAY WEEKS Therapy sessions scheduled during the week of Thanksgiving, Spring Break, 4th of July, and Winter Break (2 weeks surrounding Christmas and New Year's) do not follow the same cancellation policy. You must provide 72-hour notice for cancellation otherwise the above mentioned cancellation fee will apply. Please note that we do NOT follow the school calendar regarding holidays and inclement weather. If your therapist is unable to provide therapy for your child due to the weather, they will contact you prior to your session. If you feel the weather is not conducive for you to travel in, please notify the office directly as soon as possible and transition the appointment to a video appointment. If you have questions about your scheduled appointment, please contact the office directly to confirm and do not assume that your appointment has been canceled.

☐ Agree

Authorization

Signature

Date