

Kid's Creek Therapy Attendance/Cancellation Policy

Our office kindly requests that patients give a 24-48 hour advance notice for appointment cancellations. To provide you with exceptional patient care, your office visit is booked as a reservation with one of our therapists. By missing an appointment without contacting our office, two parties loose, your child and your therapist.

To provide you the exceptional level of expertise and personalized service you expect from us, we ask that you appreciate our commitment to seeing you at the reserved day and time. If we do not hear from you at least 24 hours in advance of your office visit regarding rescheduling or cancellation, there will be a "late cancellation" fee of \$25 on the first offense, and a full session charge of \$140 per hour session for any subsequent offense.

Please note, if you are over 10 minutes late for your 30 minute appointment; or 15 minutes late for a 60 minute appointment, this is considered a "missed appointment" and you will have to be re-worked into the schedule depending on availability. This may also incur a missed appointment/ late cancellation fee of \$25.

If you can re-schedule your appointment within the same week of the cancelled appointment, cancellation fees may be waived. We will do everything we can to re-schedule your appointment with your therapist or another therapist; however, we cannot guarantee it. If re-scheduling is not possible, you will still be held responsible for your late cancellation fee.

We realize that children do get sick, sometimes suddenly. However, this still does fall under a late cancellation appointment for our office.

MEDICAID KIDDOS: If you have 3 no show appointments, you will be automatically dropped from the schedule and placed back on the waiting list.

Regular attendance is an important part of your child's therapy program. Poor attendance is often an indication of lack of readiness to commit to a therapy program, due to poor health, or any other reason. **The expected attendance criteria is 80% of scheduled sessions.** Should you have multiple cancellations, you will be contacted and requested to make a commitment in writing in order to continue your child's therapy (probation); or, you will be asked to take a break from scheduled appointments until the time comes when a full commitment can be made (therapy discontinued).

****MEDICAID/Commercial/Self-pay: If you have 3 no show appointments, you will be automatically dropped from the schedule and placed back on the waiting list. ****

Summer/vacations – we are unable to hold therapy spots for more than 3 consecutive weeks for vacations. If you will be taking an extended trip, you will need to contact us when you return to secure another appointment time. In the summer, between Memorial Day and Labor Day, we expect patients to cancel no more than 5 sessions TOTAL if scheduled on weekly basis, and 10 sessions TOTAL if scheduled twice weekly – for any reason (including illness, vacations, etc.).

Holidays and Breaks (i.e. Spring Break, Thanksgiving, Christmas) – We are happy for you to enjoy special times of the year with family and friends. We also want to provide our staff with every opportunity to do the same. In order to respect the time of our therapists who choose to work during certain holidays, we ask you to make a confirmed commitment of attendance of your sessions, or cancel the session(s) 1-2 weeks ahead of time. Should you not cancel ahead of time, you will be charged a full session "no show" fee of \$140 per hour session for each offense.

If you are unable to keep your child's appointment, please call us at 770-888-5221 and we will be happy to assist you.

My signature below indicates that I have read and understand the Kid's Creek Attendance and Cancellation Policy.

Parent/Guardian Signature

Date