



Attendance Policy for \_\_\_\_\_  
Client Name

Attendance/Cancellation/Communication Policy 2019  
Please initial each box

\_\_\_\_\_ Regular attendance is imperative to your child's progress towards their therapy goals. The most common cause of lack of progress is inconsistent attendance. Should you cancel more than 20% of your child's treatment sessions for 2 consecutive months, we must consider (and reserve the right) to discharge.

\_\_\_\_\_ Cancellation Policy: To ensure that we can effectively plan time to meet the needs of clients, Anderson-Smith Speech Therapy requires at least a 24 hour notice of cancellation of a session for any reason. We are available by phone and e-mail if you need to cancel or reschedule a session. If 24 hour notice is not provided, you will be charged a \$50 dollar penalty (note that insurance companies do not typically reimburse for missed appointments). If you are able to reschedule within the week, you will not be charged a penalty. We understand that unanticipated conflicts arise in families' schedules and we reserve the right to waive the cancellation fee on a case by case basis.

\_\_\_\_\_ Late Policy: To ensure that we can effectively plan our sessions and meet the needs of a full, skilled speech therapy session we must enforce a late policy. If a patient is 15 or more minutes late for a session, we reserve the right to cancel the entire session and consider it a violation against our cancellation policy in which you will be charged the \$50 penalty. Again, insurance companies do not typically reimburse for missed appointments.

\_\_\_\_\_ Illness: Please let your therapist know in advance if your child has had diarrhea and/or vomiting within the last 24 hours. We will not provide therapy to clients if the child has a fever, lice, pink eye, unidentified rash, or any other possibly contagious symptom. If your child has been diagnosed with RSV, Whooping Cough/Pertussis, Influenza, or any other communicable disease, therapy will be placed on a 2 week hold. Colds are very common and often shouldn't limit attendance unless the child is running a fever, is coughing uncontrollably and doesn't feel well enough to tolerate therapy that day.

\_\_\_\_\_ Inclement Weather: You will be notified as soon as it is possible to anticipate a longer travel time to your home or if services will be rescheduled secondary to weather. Our policy typically follows travel restrictions that have been issued



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and/or school closures however we reserve the right to cancel therapy if safety concerns arise for both our clients and staff.

\_\_\_\_\_ Vacation Holds: We will hold a recurring therapy time slot for vacation absences up to two weeks as long as a minimum of one week notice is provided in advance. The only way to secure your child's appointment time after this is to pay for the session in full. Absences after the 2 weeks will count towards the regular attendance policy.

\_\_\_\_\_ Holidays: We do not provide therapy on major holidays. Holidays and days off include: New Year's Day, President's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, and December 24-January 1<sup>st</sup>.

\_\_\_\_\_ Rescheduling Appointments: We reserve time in the schedule specifically for your child each week. Frequent rescheduling of appointment times will limit our ability to offer you a recurring appointment slot and you may be asked to switch to a floating appointment so another family is able to consistently utilize that time.

\_\_\_\_\_ Communication: Therapists at our clinic use email for ease of both parties communicating. We welcome email, either to your therapist or our Clinic Director, and phone calls within business hours only (Monday-Friday, 8:00-5:00). Any communication after our business hours must be done through e-mail only. An exception to this policy is if you will be giving your 24 hour notice for cancellation/rescheduling.

Thank you for reviewing and respecting the policies that have been set in place.