

## **CANCELLATION & ATTENDANCE POLICY** **ILLNESS - WEATHER - ADVANCE NOTICE**

The Center for Pediatric Therapy (CPT) highly values your time and the time and efforts of our therapists. Therapy appointments, particularly after school, are in high demand and require everyone's effort to assure efficiency and continuity of services for all children.

**Cancellations require a 24 hour notice.**

**There is a \$35 fee for a NO SHOW/NO CALL or CANCELLATION  
with less than a 24 hour notice.**

**CALL (610) 670-8600**

**VOICE MAIL is available 24/7**

Your cancelled appointment may be a valuable scheduling opportunity for another child. In addition, your child's therapist invests time prior to the appointment (i.e. planning and preparing activities for your child's session).

Some of our therapists work with us part-time and/or manage schedules at other locations. Therefore, a timely cancellation is particularly important as it may impact their scheduled arrival time. We will notify your therapist immediately upon notice of your cancellation so they can adjust their schedule and plan accordingly.

Cancellations may occur for a variety of reasons including:

- Illness
- Pre-planned (vacations, known schedule conflicts, etc.)
- Inclement weather

**This policy also applies to the Social Skills Programs.** Please consider the impact that late cancellations have on the integrity of the team. Depending upon the number of children in the program (we purposely keep our numbers low for best interaction), 1 or 2 absent members may result in the cancellation of the entire session. Please be courteous to other families so we can contact them prior to their traveling to CPT.

CONTINUE READING.....

## ILLNESS

Our goal is to keep everyone healthy!!! **Please DO NOT BRING YOUR CHILD if he/she is SICK.**

Please keep contagious illnesses at home. **We require that your child is fever free or has not vomited for 24 hours prior to returning for therapy.** Other potentially contagious illnesses (pink eye, chicken pox, unexplained rash, severe respiratory illness, staph/MRSA, lice, bedbugs or other infestation, etc.) may require a written physician confirmation that your child is cleared to return for therapy.

If your child arrives for therapy and is visibly ill and potentially contagious, **we reserve the right to refuse treatment** in order to protect the wellness of other children and our staff.

We are aware that illness does not always afford us 24 hours notice!!! If your child **comes home from school sick** on the day of your scheduled appointment, please call the office **IMMEDIATELY**. If your child is **ill and home from school** on the day of scheduled therapy, please call us in the **morning** or **as soon as you are aware** of your child's condition. Exceptions to the late cancellation fee policy may be made in such situations.

Likewise, **we will notify you immediately if your therapist is ill.** Cancellation calls will be made to the **preferred contact number** that you indicated at the start of services. You may be asked to call CPT to confirm that you received our cancellation message.

## ADVANCE NOTICE CANCELLATIONS

Please notify your therapist or call the office **as soon as you are aware that cancellation or re-scheduling is necessary** (vacations, known schedule conflicts, etc.). You may be asked to complete an *Appointment Cancellation Notice Form*. Advanced planning allows us to offer that time to someone else who may need to re-schedule. Likewise, you will be given advanced notice of your therapist's planned absence.

## WEATHER

Our office is generally open and **DOES NOT follow school district closings** for inclement weather.

If CPT decides to **CLOSE**, **you will be notified as soon as the decision is made.** If you do not hear from us WE ARE OPEN. Cancellation calls will be made to your **preferred contact number**. It is your responsibility to notify the office if this number changes. If the weather is questionable make sure to **check your messages prior to leaving for your appointment...or just call us!**

If CPT is OPEN, **it is ultimately your decision to cancel** a scheduled appointment based on your comfort level. Please call to cancel in a timely manner to avoid the **\$35 late cancellation or "no show/no call" fee** and allow us adequate time to contact your therapist **before** they drive to CPT unnecessarily.

## ATTENDANCE

Family commitment and consistency of treatment is vital and we take this VERY seriously.

We make every attempt to schedule appointments on the same day and time each week. It is critical that you arrange an appointment time that you can be sure to accommodate.

Every appointment time that you schedule for your child “reserves” the therapist’s time and treatment space. Please be mindful that your child’s therapist invests time prior to the appointment to plan and prepare activities for your child’s therapy session.

We understand that illness, occasional schedule conflicts and planned vacations will occur. Advanced or timely cancellation is extremely important. Your cancelled appointment may be a valuable scheduling opportunity for another child.

Your commitment to bring your child to therapy consistently and on time is critical for progress to occur. If you arrive late for a scheduled appointment, your child’s session will be cut short and will end at the regularly scheduled time. You will be charged the full fee for the therapy session. If you arrive too late to even begin the session, you may be charged a \$35 late cancellation fee.

Cancellation patterns are monitored. Inconsistent attendance and/or frequent late arrivals may result in the loss of your preferred scheduled appointment time or the termination of service. This will allow others who can attend consistently the opportunity to schedule, particularly during the “prime” treatment times (i.e. after school).

Attendance, including frequent or late cancellations and “no-shows”, is documented in the medical record. Your child’s doctor has prescribed therapy services and has access to the medical record information to review progress. The medical record information is also provided to your insurance company for authorization and payment approvals. Inconsistent attendance may affect your insurance company’s decision to authorize and pay for therapy services.

Therapy is a dynamic and on-going process. The therapist’s role is to identify issues and guide the treatment process by educating and empowering children and their families. Therapy does not last forever! Therefore, your child’s progress and success requires a major commitment from you that goes beyond the time a child spends directly with the therapist. Therefore, our expectations for active follow through with Home Programs and recommendations are high.

In some cases, a family may need to re-assess their individual circumstances, family dynamics, lifestyle and current priorities. Perhaps therapy may be more beneficial for your child at a future time when it can be made a priority.

***Keep this Cancellation & Attendance Policy document for your records.  
You will be required to sign an Acknowledgment of Receipt & Understanding.***