

## Pediatric Physical & Occupational Therapy, PLLC

### Cancellation Policy

The frequency and duration of physical and/or occupational therapy recommended for your child is the amount of therapy required to achieve his/her goals. Continued absences and missed appointments will only slow down your child's progress. Please schedule a make-up session in the event of a cancellation or an absence due to illness or vacation.

**Continued absences** (2 times/month if seen once weekly, or 3 times/month if seen twice weekly) will result in losing your scheduled time slot, which will be given to somebody else. At that time you will have the opportunity to schedule your appointments in whatever time slots are available.

With more than 3 cancellations/month we will need to discuss your goals and whether therapy should continue.

**YOU MUST CONTACT THE OFFICE 24 HOURS PRIOR TO YOUR APPOINTMENT TO CANCEL OR ADVISE YOUR CHILD IS NOT WELL. If you do not come for your appointment time or cancel within 24 hours notice, a fee of \$25 will be charged to your account for the first missed appointment. Subsequent missed appointments will be charged the full session rate.**

Please note if your appointment is on a Monday and you have to cancel due to another appointment or schedule conflict **you must contact the office by Friday, at 5pm.** Our office is not open on the weekend.

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### SICK POLICY

#### Parent's Responsibility

Please keep your child home if you are aware of any illness including the following:

- General cold with runny nose (which is not clear in nature) and cough
- Fever
- Vomiting/diarrhea
- Any undiagnosed rashes
- Strep throat; keep home for 48 hours after beginning medication
- Any other contagious illnesses

Call this office to cancel your appointment and to schedule a make-up session.

#### Therapist's Responsibility

If the therapist is sick with any of the above you will be called to cancel the appointment. At that time we will schedule a make-up session.

