



## Arrivals Policy for Therapy Appointments

Dear Valued Families,

We are committed to providing the best care and support for your child's growth and development at Chatterbox Pediatric Therapy. Consistent attendance is vital in helping your child reach their therapy goals. We greatly value both your child's progress and our therapists' time.

**1. Importance of Consistent Attendance:** Regular attendance plays a crucial role in achieving positive outcomes for your child's therapy journey. By attending scheduled sessions consistently, your child can make steady progress towards their goals and develop the skills needed for a brighter future. *Furthermore, failure to regularly attend scheduled therapy sessions may result in insurance denying coverage of your child's therapy services.*

**2. Respect for Therapists' Time:** Our therapists dedicate their expertise and time to providing tailored care to each child. We kindly ask for your understanding and cooperation in valuing their commitments and efforts. Please make every effort to arrive on time for your child's scheduled appointment. If you arrive more than 10 minutes past the scheduled start time, it may be necessary to reschedule your child's appointment. In such cases, a No-Show fee will be applied. Frequent tardiness may result in the loss of your child's recurring appointment or necessitate a change in their flexible schedule. Additionally, we kindly request that you plan to return to the clinic at least 10 minutes prior to the scheduled end time of your child's session.

**3. No-Show Policy:** Missing a therapy appointment without prior notice disrupts the therapeutic process and denies another child the opportunity for treatment. A "no-show" for a therapy appointment will result in the loss of the *recurring* appointment time and a fee of \$65 that *must be paid prior to your next appointment.*

**4. Cancellation Policy:** Cancellations are understandable in certain circumstances. However, to ensure fairness to all families and optimize scheduling, canceling more than 50% of recurring appointments within a 4-week timeframe will result in the loss of recurring appointment times. A late cancellation (less than 24-hour's notice) will result in a \$40 fee per appointment missed. For patients with multiple appointments in one day, the fee will not exceed \$100. A late cancellation fee may be waived 1x per quarter in the event that the appointment is made-up within a one-week period.

We appreciate your collaboration in upholding these policies, as they enable us to provide consistent, effective care for all our young patients. Your commitment to your child's progress and our therapists' time is deeply valued

Thank you for entrusting us with your child's well-being and development.

Warm regards,

*The Chatterbox Pediatric Therapy Team*

Child's Name: (Typed or Printed)

Parent Name: (Typed or Printed)

Parent Signature:

Date:



## Make-Up Appointment Policy – Chatterbox Pediatric Therapy

Dear Valued Families,

We recognize the significance of consistent attendance in your child's therapy journey at our Pediatric Therapy Clinic. Each session is a steppingstone toward achieving the developmental goals we collectively work towards. We understand that unforeseen circumstances can arise, leading to missed appointments. To ensure your child's progress is not hindered, we have established a Make-Up Appointment Policy that underscores the importance of attendance.

**1. Progress and Developmental Goals:** Therapy sessions are meticulously designed to address specific developmental goals tailored to your child's needs. Regular attendance plays a crucial role in ensuring steady progress and achieving these goals within the projected timeline.

**2. Make-Up Appointments:** We understand that circumstances beyond your control may occasionally prevent attendance. To accommodate this, we offer make-up appointments for missed sessions. Make-up appointments provide an opportunity for your child to continue their developmental journey without major disruptions.

**3. Scheduling Make-Up Appointments:** Please notify us as soon as possible if you anticipate a missed session (prior to 24-hours unless in emergency situations). Our team will work diligently to find a suitable make-up appointment slot. Make-up appointments are subject to availability and may not always align with your original appointment time.

**4. Importance of Timely Rescheduling:** Timely rescheduling of missed appointments is essential to minimize gaps in therapy. Delayed rescheduling could potentially impact your child's progress toward their developmental goals.

**5. Commitment to Progress:** Your commitment to your child's development is commendable. By prioritizing attendance and rescheduling missed sessions, you are ensuring that they receive the consistent care and guidance needed for optimal growth.

**6. Communication and Collaboration:** Open communication between our team and your family is vital. If you foresee challenges in attending a session, please reach out to us in advance. We are here to support you and your child's progress.

We appreciate your understanding of the importance of consistent attendance in therapy. Your dedication to your child's developmental goals greatly contributes to their overall well-being and success.

Thank you for entrusting us with your child's growth and development.

Warm regards,

*Your Chatterbox Pediatric Therapy Team*

Child's Name: (Typed or Printed)

Parent Name: (Typed or Printed)

Parent Signature:

Date:



## Arrivals Policy for Evaluation Appointments

Dear Valued Parents and Guardians,

We understand the significance of your child's well-being and the concerns you have regarding their development. At Chatterbox Pediatric Therapy, we prioritize delivering the highest standard of care. Our evaluation appointments hold a pivotal role in guiding your child's path to progress. We kindly request your attention to our Evaluation Arrivals Policy to ensure optimal use of both your time and our therapists' expertise.

**1. Referral Importance and Physician Concern:** Evaluation appointments are scheduled based on referrals from your child's physician, who shares your concerns about their development. These appointments are designed to address these concerns, identify any potential challenges, and develop a tailored plan to support your child's growth.

**2. Valuing Therapists' Time:** Our therapists dedicate their expertise and time to thoroughly assess your child's needs during evaluation sessions. By adhering to the scheduled appointment, you help us ensure efficient use of their skills for the betterment of your child's future.

**3. No-Show and Cancellation Policy:** We acknowledge that unforeseen circumstances can arise, leading to appointment changes. However, if you are unable to attend an evaluation appointment, we kindly ask for at least 24 hours' notice of cancellation. Failure to show up without prior notice disrupts the process and prevents other families from accessing timely care.

**4. Impact of Non-Attendance:** In case of a "no-show" or insufficient notice for cancellation, your child's evaluation priority may be affected, resulting in potentially being moved to the bottom of the priority list for rescheduling.

**5. Rescheduled Appointment Attendance:** If a rescheduled evaluation appointment is arranged, we urge your commitment to attend. Failing to do so not only hinders your child's progress but also affects the availability of assessment slots for other families. In such cases, the referral will be returned to your child's pediatrician.

We appreciate your understanding and cooperation in adhering to our Evaluation Arrivals Policy. Your partnership is integral to providing every child with the attention and care they deserve.

Thank you for entrusting us with your child's evaluation and development journey.

Best regards,

*Your Chatterbox Pediatric Therapy Team*

Child's Name: (Typed or Printed)

Parent Name: (Typed or Printed)

Parent Signature:

Date: