



Chatterbox Pediatric Therapy Attendance/Arrivals & Cancellation Policy

Updated April 21, 2025

Our goal is simple: we want every child to make meaningful progress in therapy—and that starts with consistent attendance.

All our therapists absolutely love to help children and their families. The best way for us to help others and follow research is through consistency in treatment sessions. This allows the client to meet their goals faster and move on to the next chapter in their life. We completely understand schedule changes and unexpected events happen. In these situations, please note the following:

Telehealth is always an option: **Most** insurance companies in Georgia cover teletherapy. This is a great tool when there are transportation difficulties, other family members are sick, or other conflicts. Teletherapy is a great way for the therapist to maintain consistency and help the child and caregivers identify exact ways to integrate strategies into one's home. We have seen amazing progress with goals and overall home exercise programs this way

Schedule Conflicts & Rescheduling: Life gets busy. We totally get it! Occasional scheduling conflicts will happen and we are happy to work with you when things come up. Please text the office to see if there are additional times to reschedule the appointment as soon as you realize that you will be unable to make your child's scheduled appointment (at least 48 hours prior).

We are a Team: At our Chatterbox Pediatric Therapy, we view therapy as a team approach. We encourage parents to be open to reschedules on other therapists' schedules. It can be so helpful to have new eyes and insight on a client and the interdisciplinary collaboration between our therapists can be invaluable to your child's progress. It is more beneficial for your child to be seen by another clinician and not miss their appointment than having a gap in care.

Facility Cancellations: At times our therapists are sick, have vacations, etc. We try to make every effort to place your child on another's caseload. If your normal time is not available, we will see what options are available to reschedule to assist with treatment consistency.

Therapeutic progress cannot be made without regular, consistent attendance. Late cancellations and missed appointments not only disrupt your child's progress but also prevent other children from accessing those valuable therapy times.

Appointment Reminders: We understand that families are juggling many children, appointments & activities. It is easy for things to slip your mind! To help prevent moments of "forgetfulness" and keep families aligned with our cancellation policy, we send complimentary reminder texts 3 days, 24 hours, and 2 hours before each appointment. Email reminders are sent 24 hours prior to appointments as well.

We require 48-hour notice for non-emergency cancellations (ex: vacation, conflicting appointments, etc.) and limit non-emergency/illness cancellations to no more than 2 within a two-month period. Any rescheduled appointments completed within 1-week of the missed appointment do not count towards the cancellations/no-show total.

If your child is unable to attend their therapy session, please notify us as soon as possible by TEXTING 912-988-1526.

Teletherapy Appointment Expectations

Teletherapy sessions are a great option for children to access therapy when parents are unable to physically travel to the clinic, during times of illness or for practice with carrying over skills learned in therapy into the home environment. To ensure that children have the most success in Teletherapy sessions, parents and caregivers are expected to do the following:

- Have a laptop or tablet with reliable internet service. Teletherapy will not work on a cellphone. If you try to log on with a cellphone, your session will be cancelled and you will be charged a no-show fee, if applicable, or have the session counted against your attendance for failure to comply with our policy.
- Have an adult or responsible older child present and able to supervise your child during the session.
- Log on 5 minutes prior to the session to ensure you have time to troubleshoot any issues that you may encounter. If you have issues with accessing the teletherapy link, please text our office immediately for assistance at 912-988-1526.
- Have any supplies requested by your therapist readily available and prepared prior to the beginning of your session.
- Have your child seated at a table or desk (unless otherwise specified by your therapist) in a room free of distractions.
- If we encounter frequent issues which negatively impact your child's ability to complete their full sessions via teletherapy, we may remove this as an available option for your child. In these cases, you will have the option to come to the office for sessions, or we will be happy to assist you in finding another clinic

located closer to your home. (Examples include chronic late arrivals, recurring internet connectivity issues, using a cell phone and/or failure to support/supervise your child during the session).

Cancellations & No Shows

- **Late Cancellation** (less than 48 hours' notice for foreseeable reasons, such as conflicting appointments, field trips, vacations): \$40 fee
- **No Call/No Show/Same Day Cancellations** for foreseeable reasons, such as conflicting appointments, field trips, vacations as well as missed appointments with no prior communication): \$65 fee

We understand that life can be unpredictable, and everyone deserves a little grace.

- **We will waive one late cancellation fee per quarter if the session is rescheduled and completed within one week.**
- **One no-show fee may be waived per calendar year.**

Scheduling Options Offered

Recurring Appointments: When the schedule allows, we aim to schedule children with the same clinician on the same day and time each week.

Priority List: Occasionally, we do not have the times that work for families' schedules. When this happens, we will reach out to you each week to offer times that come available based on your preference. Families are always welcome to proactively reach out to our office to inquire about open times as well.

Week-to-Week appointments are available for families who have ever changing schedules and need to schedule appointments based on what life looks like each week.

Flexible Scheduling is offered to families who have difficulty with maintaining consistency with attending recurring appointment times.

Same-Day Only Scheduling: When families have difficulty with regular attending appointments through flexible scheduling, they will be moved to same-day only scheduling. Parents must reach out to the office in the morning to see what appointment times are available for their child to be scheduled. Failure to attend appointments that are made on the same day will result in your child being discharged from our clinic.

Vacations

Families may request cancellations of up to a total of 2 weeks of appointments per calendar year for vacations/holidays without the need to reschedule. (i.e. 2x per week = 4 visits) The clinic will reserve their reoccurring time for that duration. Please note that if your family is traveling within the state of Georgia, Teletherapy may be a viable option to prevent missing therapy. You may also try to schedule extra visits before or after your vacation if your insurance will allow this to prevent missing too many sessions and risk any interruption in your child's progress.

Hospitalizations & Major Illnesses

Families may request to cancel up to 4 weeks of appointments at a time with a medical doctor's excuse provided in advance and the clinic will reserve their reoccurring time for that duration. If your child is unable to return to therapy after the 4 weeks, we will need to move them to the flexible scheduling option so that we may offer that time to another child who is waiting. When they are well enough to maintain consistent attendance, we are happy to move them back to a recurring slot on the schedule.

Illness Policy

- Please do not bring your child to therapy if they are sick. Children must be free of fever, nausea, or vomiting for **at least 24 hours** before returning.
- We treat many medically fragile patients as well as are concerned for the health and wellbeing of our staff and their families. Bringing sick children into the clinic puts our staff and other children at risk of becoming sick as well. We are happy to reschedule your child to another time when they are feeling better. Teletherapy is also an option if they are feeling well enough to attend and participate. (*insurance coverage for teletherapy varies based on individual plans)
- If illness causes frequent cancellations, we may move your child to our **flexible schedule** until they are well enough to return consistently.

Multiple Services

- If your child receives multiple therapies (e.g., speech, OT, PT), all sessions are equally important for their development.
- If a therapist is unavailable (i.e. due to planned absence or illness) and your appointment is canceled by us, we will do our best to reschedule with another clinician.
- However, **if you opt to cancel all appointments due to one out of multiple therapists being available, a cancellation fee will apply** for those cancelled sessions.

Consequences for Repeated Cancellations and Late Arrivals

If cancellation policies are not followed, you may be moved to our **flexible scheduling option**, where appointments are booked week-to-week based on availability. We will do our best to accommodate your needs, but availability may be limited.

Late Arrivals

- Your therapist reserves this time exclusively for your child, and every minute is important for making meaningful progress toward their individualized goals. Arriving late reduces the time available for therapy and can impact your child's outcomes. If you arrive more than 10 minutes past your scheduled appointment time, you may be asked to reschedule.
- **Two consecutive late arrivals may result in losing your recurring time slot.**
- Please text the office if you expect to be more than 5 minutes late so we can prepare accordingly.

No Call / No Show

- If you miss an appointment without notifying us, we will contact you 10 minutes after the scheduled start time.
- **You will have 24 hours to respond.** If we don't hear from you, your recurring therapy spot will be removed, and you will be moved to the flexible scheduling option.
- **Two No Call/No-Shows will result in permanent loss of your recurring appointments.**

Frequent Cancellations

- Even if you reschedule, **frequent cancellations may lead to a flexible scheduling status** if cancel 3 or more appointments of the same day/time over a 2-month period.
- *This policy may not apply to medically documented cancellations when a doctor's note is provided.* However, if illness causes frequent cancellations, we may move your child to a **flex schedule** until they are well enough to return consistently.

Flexible Scheduling:

Missing **3 or more appointments in 2 months** will move the child to the Flexible Schedule where you will be contacted when there are any cancellations in the schedule, instead of having a weekly, preferred appointment time. These are offered on a first-come first-

serve basis. If we have made several attempts to contact you regarding opening session times, we will stop offering times and wait to hear from you.

(Exceptions – **See:** Vacations & Medical Holds –hospitalizations, surgeries, etc)

Returning to the Recurring Schedule

If you are moved to the flexible schedule due to frequently missing your recurring appointments, you will need to consistently attend scheduled therapy sessions across an 8-week period in order to be re-eligible for recurring appointments.

Removal from the Schedule

Communication is key and our office team will put forth their best efforts to reach out to you regarding scheduling and missed appointments. If our office makes 2 attempts to contact you to schedule your child and we do not receive a response, your child will be removed from our list of patients to actively reach out to. We will wait to hear from you indicating you are ready to schedule your child for therapy.

If you have a no-show or late cancellation while on the floating schedule, we will pause scheduling until we hear from you indicating you're ready to resume. This is always a last resort, as we truly enjoy working with your family and believe strongly in the benefits of therapy.

In either scenario, if we do not hear from you within 30 days, we will need to discharge your child from services. If your circumstances change and you're ready to return later, we would be happy to begin the process of re-establishing care for your child. Please note that a new referral from your child's pediatrician will be required, and a new evaluation will need to be completed before therapy can resume.

Payment of Fees

All cancellation fees must be paid before your child can resume therapy.

Fees are automatically charged to the card on file.

Unpaid fees older than 90 days may be sent to a collection agency.

Acknowledgment

Agreement and Signature I, _____ (Patient/Guardian), have read and will follow the above attendance policy to ensure the patient is consistent and able to make great progress with their goals. In addition, I understand I may be charged for cancellations and/or no shows as noted above.

Thank you for partnering with us to ensure the best care for your child!

Parent/Guardian Signature:	Date:
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