



Development is CHILD'S PLAY!

Where Fun and Function Go Hand-in-Hand

Cancellation Policy

*A limited number of advanced notice cancellations (more than 24 hours notice) for any reason, are provided without incurring a charge. The following are offered each season:

2 sessions during Winter/Spring (beginning of January to mid-June)

2 sessions for the Summer schedule (mid-June to mid/late August)

2 sessions during Fall (mid/late August to end of the year)

For a child attending therapy twice weekly, 3 cancellations are allowed for each season. Cancellations beyond these numbers (excess cancellations), with more than 24 hours notice, will be charged at ½ the regular therapy rate.

*The following days are considered holidays and will not be counted toward missed sessions:

- New Years Day (office is closed)
- Memorial Day (**appointments are optional**)
- Fourth of July (office is closed)
- Labor Day (**appointments are optional**)
- Thanksgiving Day (office is closed)
- Day after Thanksgiving (**appointments are optional**)
- Christmas Day (office is closed)
- The week between Christmas and New Years (**appointments are optional**)

*If your child's therapist is available on the optional days listed above, you will be offered the opportunity to schedule a session. If you choose to schedule an appointment, our usual cancellation policies apply.

*If you celebrate a religious holiday, please let us know within 2 weeks of beginning therapy the specific date(s), and that (those) session(s) will not be counted.

*A cancellation, provided with a minimum of 24 hours notice, will not be counted if:

A) you are able to schedule and attend a make-up session or;

B) the therapist is able to schedule another appointment into your cancelled slot.

Therefore, please provide as much advance notice as possible.

We have an answering machine, voicemail and secure messages through our online portal that can take your message 24 hours a day. **For a same-day cancellation, please alert us with a phone call.**

Cancellations with less than 24 hours notice or a failed appointment (No Show) will be charged at the full therapy rate. **Cancellation due to illness with less than 24 hours notice, but prior to the scheduled therapy time, will be charged at half the therapy rate.**

Please cancel if your child has had, within 24 hours of the therapy appointment, a fever, vomiting, diarrhea, pink eye, or other contagious condition. We do not want to expose

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others to illness. If your child has some congestion (without discharge) and only slightly reduced energy, the therapist can generally work on less physically demanding tasks for that session.

*Your child has a dedicated time with a specific therapist who has prepared to treat your child during the schedule appointment time. We have tried to make these policies fair to both our families and our therapists by allowing a number of cancellations without charges, the opportunity to try and schedule make-up sessions, and holidays that will not be counted toward missed sessions. At the same time, we want to ensure that our therapists are able to make the best use of their time in the clinic and that they will not be exposed unnecessarily to illness which may make them unavailable at a later time.

*Important: Two (2) weeks notification is required when stopping therapy. Your paid deposit (equal to 2 sessions) will be used for the final 2 therapy sessions, or forfeited if 2 weeks notice is not provided.

Receipts

*You are responsible for payment of your child's scheduled treatment hour. Pre, intra, and post-delivery time with your child are counted in determining the total treatment service time. While typical treatment sessions consist of 50 minutes of direct contact with you and/or your child, the receipt for each full session is for 60 minutes. The additional time may include record review, set-up, cleanup, documentation, and treatment planning for your child's next session.

If you arrive late and the session is not for the full time, your receipt will reflect the reduced time that services are provided. On your receipt, each procedure code reflects 15 minutes of service. For a 60-minute session, 4 procedure codes are typically used (sometimes 3 are used and one is X2, making for total units). If you are late, fewer procedure codes will be used on your receipt, but you will be charged for the full time that is reserved for your child. Your health insurance will reimburse only for the time that your child received services, as reflected in the codes.

*Receipts for failed appointments, excess cancellations, or late notification charges will reflect no services given and are not eligible for reimbursement by your health insurance.

Please let us know if you have any questions about these policies.