

Cancellation Policy

Our clinic's goal is to provide high quality and effective therapy services in a timely manner. Your responsibility in achieving this goal is agreeing to have your child consistently attend their scheduled therapy sessions. Regular attendance and participation are key factors in your child's progression through therapy.

Appointments are in high demand. We require at least 24-hours notice if you must cancel your appointment. This will allow us an opportunity to fill the cancellation with a child who is waiting to get in for treatment.

Cancellations must be made by phone. Please note: if you are canceling a *Monday* appointment for any reason you must give us notice on the preceding *Friday by 2pm*.

No-shows may result in a \$50 charge per missed visit to your child's account.

If you late cancel or no-show multiple therapy appointments for any reason, we reserve the right to move you to a flex schedule. Flex scheduling will allow you to call in and book one appointment at a time per discipline each week so that it fits your schedule that week. Our attendance policy states that if you have three late notice cancellations and/or no-shows across disciplines within an eight-week period, your child's appointments will be switched to flex scheduling. Regular scheduling will be resumed after four consecutive weeks of consistent attendance. If an appointment is no-showed or late-canceled during this four-week period, same-day flexing will be applied and families will only be able to schedule appointments by calling in and scheduling an appointment on the same day. Referrals for additional services at CTD also may be put on hold until attendance improves for an eight-week period.

Evaluations

Our evaluation time slots do not follow the flex schedule. If you are unable to attend your evaluation appointment and do not give at least 24 hours notice, your child will only be rescheduled one time. You will receive a reminder 72 hours in advance of this rescheduled appointment, and you will be required to confirm the appointment within 48 hours. If we do not receive the confirmation within the requested time, the appointment will be canceled.

Connect the Dots understands that things happen in life that are unexpected. While truly sympathetic, frequently missed appointments mean that your child is less likely to make progress in a timely manner. In fairness to all clients, this policy is in effect regardless of the reason for the cancellation.

By signing below, I acknowledge that I have read and fully understand Connect the Dots' cancellation policy and that failure to adhere to the policy may result in permanent discharge from services.

Child's Name: _____

Parent/Guardian (Please Print): _____

Signature: _____ Date: _____