

Attendance Policy

Regular attendance and participation are key factors in your child's progression through therapy. Appointments are in high demand, and scheduling is done on a first-come, first-served basis. Patients may be discharged at any time at management or therapists' recommendation.

Cancellations: Cancellations must be made by phone at least 24 hours in advance of the scheduled appointment being cancelled. *Please note: If you are canceling a Monday appointment for any reason you must give us notice on the preceding Friday by 2pm.*

Missed Appointments: Late-cancellations are any visit cancelled with less than 24-hours notice. A no-show is a visit that is not cancelled prior to the scheduled start time, and not attended. This policy is in place out of respect for our therapists and our clients as cancellations with less than a 24-hour notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

- No-shows may result in a \$75 charge per missed treatment visit to your child's account. This cannot be billed to insurance and will be charged to your card on file, in accordance with Medicaid guidelines. This balance will be expected to be paid at your child's next appointment.
- If you late cancel and/or no-show multiple therapy appointments for any reason, we reserve the right to change your 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.
 - If you have a combination of three late notice cancellations and no-shows across disciplines within a twelve-week period, your child's appointments will be switched to flexible scheduling. Regular scheduling will be resumed after four consecutive weeks of consistent attendance.
 - Flexible scheduling may also be offered to families who struggle to find times that work for them.
 - If an appointment is no-showed or late-cancelled during this four-week period of flexible scheduling, same-day scheduling will be applied and families will only be able to schedule appointments by calling in the morning to see if there are openings that day.
 - Referrals for additional services at CTD may be put on hold until attendance improves for an eight-week period.
 - If placing a child on flexible scheduling occurs a second time in a 12 month period, this will result in same-day scheduling only.
 - Any late-cancellation or no-show during a same-day flex period may result in dismissal.
 - Failure to schedule and attend any appointments within 6 weeks will result in discharge. Your child may not be allowed to resume services after they are discharged.
- Additionally, if any child no-shows 3 appointments within a 12-month period, they will be discharged. Your child will not be allowed to resume services if discharged due to no-shows.

Evaluations

- Our evaluation time slots do not follow the flexible schedule policy.
 - If you are unable to attend your evaluation appointment and do not give at least 24 hours notice, you may be automatically charged a \$100 no-show fee and your child will only be rescheduled one time.
 - The no-show fee cannot be billed to insurance and families will be asked to put a card on file prior to scheduling, in accordance with Medicaid guidelines.
 - 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. We ask that you follow school illness guidelines when making an attendance decision for your child.

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 Name (Please Print): _____

Parent/Guardian Signature: _____ Date: _____