



## Therapy Cancellation Policy

Please remember that careful individual planning and time goes into preparing for your speech-language therapy. We aim to maximize your potential and progress with consistent therapy sessions. Consistent attendance is essential to achieving speech-language goals and so that each client can receive full benefit from his/her therapy plan.

### Treatment Cancellation Policy

Non-emergency cancellations require 24 hours' notice. Non-emergencies include vacations, preplanned medical appointments, family events, or anything that is not designated as "emergency" (see below). The session must be cancelled no later than 24 hours before the appointment. If there are more than **three** non-emergency cancellations, the client may lose his or her weekly slot in the clinician's schedule. If the session is not cancelled with 24 hours' notice, it will be billed at \$100.00.

Emergencies require notification by 6 hours prior to session. Emergency cancellations are accepted only for illness (fever, vomiting, diarrhea, rash-common colds are accepted), illness of a direct caregiver, or death in the family. These sessions must be cancelled by 7:00 AM on the day of the appointment. If you are ill when the clinician arrives, the session will be ended and you will be charged for the session.

### Make-up Policy

We offer make-up sessions, as they are in the client's best interest. Make-up slots are offered for inclement weather, illness, and pre-arranged vacations/holidays. Make-up sessions are not offered when there is a violation of the cancellation policy. For example, if you are charged for a no-show, we will not reschedule that visit. Make-ups must be attempted for all holidays (school holidays included), vacations, and cancellations. Failure to schedule **three** make-ups is considered a violation of policies and may result in dismissal from services.

### Attendance Policy

Because ACT Speech Therapy, PLLC holds a time for your session, you are essentially promising to fulfill that slot. We take careful attendance. If you exceed a cancellation rate of 20 percent or higher, you will receive a written notice that your slot is in jeopardy, especially if you do not schedule or attend make-up sessions. This policy includes emergency, non-emergency, and vacation cancellations.

### Dismissal Policy

If you plan on discontinuing services for any reason, you must give ACT Speech Therapy, PLLC four weeks' notice or you will be billed for the missed sessions. This office must also give you 30 days' notice if treatment will be discontinued for breach of attendance policy.

Contact info for cancelling or rescheduling sessions:

Call or text: 704-252-3125

Email: [info@actspeech.com](mailto:info@actspeech.com)

I \_\_\_\_\_, understand that if I miss a session and I do not call, text, or e-mail at least 6 hours prior to my session time to cancel, I will be charged a \$100.00 fee. This fee is not covered by, or submitted to, my insurance company. The fee for a missed appointment will be collected prior to at (or at) my next scheduled appointment. I understand that I am strongly encouraged to reschedule my session ASAP for continued progress on my treatment plan.

\_\_\_\_\_

Client Signature

Date