

Attendance and Scheduling Policies

To ensure consistent therapy and meaningful progress, we've outlined the following policies. Regular attendance and our collaboration care model are key to effective treatment and timely discharge.

*** Continued attendance at scheduled sessions constitutes acknowledgment and acceptance of this policy. ***

Credit Card on File

- A valid credit card is required for all accounts—even if your expected copay is \$0.
- For **telehealth sessions** your credit card will be charged the morning of your scheduled appointment.
- If a payment fails and is not resolved within 24 hours, sessions will be canceled until payment is received and a new card is on file.

Frequent Cancellations

- If **more than 10%** of your sessions are canceled (without rescheduling), your regular slot will be forfeited, and future sessions will be scheduled on a **drop-in basis**.

Scheduling Hold Fees / Cancellation Fees: Cancellation fees apply to hold your reserved time. When a session is booked, that spot is unavailable to other families on our waitlist. We appreciate your understanding.

- **\$50** for 30-min sessions
- **\$100** for 60-min sessions
- Fees apply to **all cancellations**, including illness and vacation.
- In most situations, the fee may be avoided under the following options:
 - Attend a make-up session within two weeks of the cancellation (subject to availability)
 - Switch to a teletherapy session
 - Opt for a caregiver consultation

No-Shows

- **2 consecutive no-shows = discharge** from the schedule.
- **Fee:** \$50 (30-min session) / \$100 (60-min session)
- No-shows will **not be rescheduled**, and **fees will not be waived**.

Cancellations Due to Illness (If you cancel due to illness or arrive sick (e.g., fever, cough, runny nose, nausea), the cancellation fee still applies as the scheduled time slot is reserved specifically for you.

- Same fees apply as regular cancellations.
- To **avoid the fee**, you may:
 - Attend a make-up session within two weeks of the cancellation (subject to availability)
 - Switch to a teletherapy session on the same day if client feels well enough
 - Opt for a caregiver consultation on the same day.

Cancellations Due to Vacation

- **Extended Vacation (up to 4 weeks):** Slot will be held only with cancellation fees applied/session.
- **Fee:** \$50 (30-min session) | \$100 (60-min session)
- To **avoid the fee**, you may:
 - Attend a make-up session within two weeks of the cancellation (subject to availability)
 - Switch to a teletherapy session on the same day
 - Opt for a caregiver consultation on the same day
- **Vacations Beyond 4 weeks:** Removed from the schedule and placed on the waitlist. *Make-up sessions are not an option.*
- As a courtesy, we will waive the fee for your first week of vacation in a new year, **provided we receive at least one week's notice prior to the start of the vacation.**

Cancellations Due to Insurance Issues

- We cannot hold your time slot while insurance coverage issues are being resolved.
- You may continue services by paying the self-pay rate.
- If your session is later covered by your insurance plan, you will be reimbursed for any overpayment.

Evaluation Cancellations

- **Less than 24 hours' notice:** \$100 fee applies.
- **Fee Waived** if the evaluation is rescheduled within 2 weeks (subject to availability).
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SATURDAY- No Shows/Late Cancellations

- Saturday sessions are make-ups for missed appointments.
- No shows or late cancellations will not be rescheduled.
- **Fee: \$50 (30-min session) | \$100 (60-min session)**

Late Arrivals

- Sessions will not be extended or rescheduled due to late arrival under the following timeframes:
- If more than **15 minutes late (30-min sessions)** or **30 minutes late (60-min sessions)**, session is canceled, and fee applies.
- **Fee: \$50 (30-min session) / \$100 (60-min session)**

Cancellation Method

- Cancel by calling or emailing.
- Cancellations **cannot be made via text**, as our scheduling system does not support incoming text messaging.

Initial: _____

Substitute Therapist or Intern

- In alignment with our team approach, and to ensure continuity of care, your primary therapist will arrange coverage, if they determine it is appropriate, with a substitute/intern during their absence.
- Cancellation fees will not apply if a sub is unavailable.

Unexpected Office Closures

- Appointments will be held at the same time via telehealth.
- Office Closure updates will be posted on Instagram and our website.
- **Fees apply** per missed session, as your time slot is held for you.
- **Fee:** \$50 (30-min session) | \$100 (60-min session)
- To avoid the fee, you may:
 - Attend a make-up session within two weeks of the cancellation (subject to availability)
 - Opt for a caregiver consultation

Remaining On Site

- A caregiver must remain on-site **for the duration of the session**.
- Parents/Caregivers are **required** to attend the last **5 minutes** of each session for carryover support and to ensure a smooth transition. Our staff cannot be expected to tend to unaccompanied patients while carrying out their normal duties.
- **Late Pick-Up Fee:** \$5 per every 5 minutes past session end time.

Appointment Reminder Notifications

- Reminder texts are a **courtesy**, not a guarantee.
- You are responsible for tracking your appointments, even if a reminder is not received.
- If you are unsure of your scheduled appointment, please log in to your patient portal or contact the front desk staff for assistance.
- Consistent attendance is expected.

*If you have any questions, or need to reschedule
an appointment, we are happy to work with you.*

Please call or email us!