



ATTENDANCE POLICY

Effective 01/01/2025

Your therapy team at Therapedia, LLC is committed to helping your child meet their therapy goals. In order to achieve goals and make steady progress, consistent attendance is very important. Consistent attendance at the prescribed frequency results in greater success and shorter overall duration of therapy.

Purpose of the attendance policy: To ensure improved outcomes and accommodate scheduling availability for clients that are committed to attending.

Please note: Occupational, physical and speech therapy are considered medical services. Poor attendance can result in your services no longer being covered by insurance.

Scheduling: Therapedia, LLC offers two scheduling options in order to best serve the individual needs of our clients. Please review the below options and initial your preference.

_____ A **recurring appointment.** You will have an appointment at the same time and date of the week each week. **NOTE:** In order to maintain a recurring spot on the schedule, **you must reschedule any missed and/or canceled appointments.** If you are unable to do this, we can better accommodate you with a week to week scheduled appointment. In order to reserve a recurring appointment, no more than one missed appointment without rescheduling a make up can occur per quarter.

_____ Scheduling on a **week to week basis.** This option offers more flexibility to families. You will not have the same time each week. Your appointment time will depend upon availability. You may call in to schedule or schedule through our patient portal. If no appointments are scheduled in a period of 3 weeks, the patient may be discharged.

Cancellations: Prior notice is necessary. Please provide at least 24 hours notice if your child will not be able to attend. Call 817-562-3111(Keller Clinic) or 940-654-4011(Justin Clinic) as soon as possible. Leave a message and provide a reason for the cancellation.

Missed appointments / No shows: A fee of \$50 will be charged to you for any appointment that is missed without cancellation 24 hours prior to the appointment, including appointments for evaluations. Evaluations that are canceled with a 24 hour or more notice will require a \$50 non refundable deposit to reschedule and the deposit will be applied to the cost of the evaluation..

Vacations: We appreciate a 2 week notice of vacation plans. Families who are planning to be absent for more than 2 weeks will be removed from their recurring appointment spot and will need to reschedule upon their return.

Late arrivals: If you will be more than 10 minutes late for an appointment, please call to verify that your therapist can still see you. If you are 15 or more minutes late for an appointment, your appointment may be canceled and considered as a missed appointment/no show. A consistent pattern of late arrivals may result in a discontinuation of services.

I have read and understand the Therapedia, LLC attendance policy.

Signature

Date