

## Attendance Policy

Please contact our office at 479-445-6800 if your child is unable to attend his regularly scheduled therapy appointment. **Cancelled appointment notifications must be made 24 hours in advance or before 7:00am on the day of the scheduled appointment, with the exception of emergencies and unforeseen illnesses.** All requests for changes in your child's therapy schedule will need to be discussed with your child's therapist.

The following definitions and procedures apply to all attendance topics.

- **No Shows:**

*Definition:* A no show is any missed appointment without a phone call to cancel the appointment(s) a minimum of **24 hours in advance or before 7:30am** on the day of the scheduled appointment.

*Procedure:* No Shows are appointments that are not made up and/or re-scheduled. They are missed appointments. **After three no show appointments, your child will be taken off of the therapy schedule and placed on a waiting list.**

- **Cancellations:**

*Definition:* A cancellation is any appointment canceled by phone or in person **24 hours in advance or before 7:30am** on the day of the scheduled appointment. An appointment that is rescheduled does NOT count as a cancellation.

*Procedure:* If your child's attendance rate falls below 75%, there is a possibility that your child's therapy time may be offered to another child on our waiting list. Families who are planning to be absent for greater than 2 weeks will be removed from their treatment schedule, unless previously arranged with your therapist. **It is our policy that if you fail to cancel a scheduled appointment within the designated time frame, you will be charged a \$25.00 fee for the missed appointment. If your child misses more than one therapy, you will be charged this fee for each hour.**

**Please Note: Therapists are only paid when child is present.** Due to limited scheduling availability, we ask that all patients attend their scheduled treatments. When an appointment is applied to our schedule, that time is reserved to meet your child's needs. We work hard to accommodate each of our patients. Continuous neglect to follow the regulations stated in this policy could lead to termination and/or change of status to your remaining treatments and/or sessions. Thank you in advance for your understanding and cooperation in this matter.

- **Late arrivals/Pick-ups**

*Definition:* A late arrival occurs any time the child is more than 10 minutes late for their scheduled appointment. If the appointment is scheduled for 3 p.m., and you arrive at 3:11 p.m., you are considered late. It is also necessary that you pick your child up on time, as to not interfere with another child's therapy appointment.

*Procedure:* If your arrival or availability time is 10 minutes or more after your scheduled appointment time, your therapist may have been reassigned to another child's care and your appointment may be canceled. If you are unsure about whether you can arrive or be available within this time frame, call the clinic and/or therapist to inform them you are running late. Your therapist will determine whether you should reschedule the appointment. A consistent pattern of late arrivals and/or pick-ups will result in a review of your services and possible cancellation of services from All Aboard Pediatric Therapy. **We feel the allotted time for your child's treatment is necessary for adequate rehabilitation of their condition.**

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Parent's Signature

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Date