



Exceptional Care For Your Children

Cancellation, No Show and Late Policy Effective 01/01/2023

Impressions Pediatric Therapy requires 24 hours' notice to cancel or reschedule your appointment.

We understand life happens and you may need to miss a scheduled appointment; however, please be considerate and provide adequate notice if you cannot make it. When you call to cancel an appointment late, we are unable to give that appointment to someone else who needs our assistance.

Patients who cancel late or no show will be charged a fee for the missed appointment. Illnesses and emergencies are addressed on a case-by-case basis. Please contact our office manager if you have any questions.

Descriptions

Late Cancellations - Appointment is cancelled within 24 hours of scheduled appointment.

No Show - Patient cancels within 2 hours of appointment or does not show up for scheduled appointment.

Late Arrival - Patient arrives more than 15/30 (ST/OT) minutes late for a session.

Attendance Policy

Your success in therapy depends on your attendance and accountability. If you miss too many appointments or continually show up late, you will be removed from the schedule until you are able to commit to the treatment process.

Reasons for removal from the schedule include:

- Excessive cancellations
- No shows (after 2nd incident)
- Repeated late arrivals

Fees

Late cancellations - \$40 first incident; \$45 for subsequent incidents

No shows - \$45 per incident

If you cancel late or no show, the fee will be collected at your next appointment. If no visit is scheduled, an invoice will be mailed to you.

Cancelling? Please call the office at least 24 hours in advance (Monday appts need to be cancelled by Friday unless due to illness). DO NOT email your therapist to change or cancel an appointment.

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| Patient Name: | Date: |
| Signature of Parent/Legal Guardian: | |