



## Attendance Policy

At Move, Learn, Play, Inc. we require at least 75% attendance per month to maintain a regularly scheduled appointment. When appointments are missed, three people are affected: the patient, the therapist, and another patient that could have used the slot. Our practice is funded 100% by insurance/patient copays and private payments. Our therapists are paid based on the services provided, meaning if you do not come to an appointment, they do not get paid.

Due to our office scheduling and holding specific times weekly for each patient, you are reserving a specific time slot. We take careful attendance in order to monitor monthly attendance rates. This policy includes emergency, non-emergency, and vacation cancellations. If your attendance goes below our required 75% attendance policy, there is a chance you will be removed from the schedule, your reserved appointments will be filled, and you will be placed back onto our waiting list.

We appreciate that circumstances can impact attendance and we totally understand occasional schedule issues, however we have limited therapist availability and other patients who also need attention. Please make every effort to attend your appointments so that we can continue to provide you with the quality therapy.

Please review the following guidelines regarding attendance:

- Please arrive on time for therapy sessions.
- If you are tardy, you or your child's therapy session cannot always be extended to accommodate your late arrival.
- If you need to cancel an appointment, please call or text 24 hours in advance.
- Cancelling an appointment within the 24 hours of therapy slot is subject to a \$25 fee. (Sickness and emergencies are excluded from this fee).
- If your call is not during our normal business hours, please leave a message or text us.

Thank you for your understanding and acceptance of our Attendance Policy and we look forward to seeing you!