



At The Lake Speech Therapy Attendance/Cancellation Policy

No-Shows and Late Cancellations will not be tolerated.

We are never allowed to bill insurance/SDRC for appointments you do not attend.

We pay your therapist regardless of your attendance.

The expenses associated with cancelled appointments are significant and put our clinic in financial strain and prevent others from receiving treatment.

NO SHOW: a client does not call to cancel an appointment, does not show up for the appointment. The charge is \$80 and this amount will be collected directly from your credit card on file or paid prior to your next appointment. There are no exceptions to this charge. Two consecutive no shows will result in removal from the schedule.

LATE CANCEL: Calling to cancel an appointment less than 24 hours before the start time. You will be charged a \$65 late cancel fee. Your fee needs to be paid before your next visit or you will not be seen.

SICK: If you or your child are sick, please call ASAP prior to your scheduled appointment. You will have the opportunity to reschedule your appointment.

EXCESSIVE CANCELS: Regularly cancelling 50% of visits in a monthly period will put you at risk of losing your scheduled appointment time. You may then be placed on the waitlist or on a call in basis.

VACATIONS OR EXTENDED MEDICAL ABSENCE: Cancellations for vacations or pre-planned activities should be made as far in advance as possible. Scheduled vacations or extended medical absences that require cancelling three or more consecutive treatments will result in loss of your reserved time. We will do our best to prioritize resuming your therapy upon return.

By signing, you are acknowledging receipt of this notice.

Patient Name: _____

Patient/Parent Signature: _____

Date: _____