



**Impressions**  
pediatric therapy  
Exceptional Care For Your Children  
**CANCELLATION POLICY**

Patient Name:	ID#:
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Our greatest desire is to deliver our patient's the highest level of care available in order to maximize the benefits of therapy. Consistent attendance demonstrates patient commitment and leads to better potential for patient progress. With your help this can be accomplished.

Our payer sources are requesting daily progress notes as part of the review process for authorization of payment for therapy sessions. All absences are noted and require a reason for the cancellation to be noted. Excused absences include patient illness with doctor's note or note from the parent indicating the reason for cancellation. Extenuating circumstances of absences will be considered. Numerous absences or no shows may result in lack of child's progress in therapy.

Impressions Pediatric Therapy will enforce the attendance policy for clients who do not show or fail to cancel a therapy session with at least 24 hours prior notice, a \$35 no show fee will be required. In order to avoid being discharged from the therapy program your child will need to maintain an 85% attendance rate. Notifications of vacations or family obligations are requested at least two weeks prior to the expected absence, to facilitate rescheduling appointment(s).

**Same Day Cancellation = Patient has not given 24 hours or more notice.**  
**No Show = Patient has not given 24 hour notice or has not called to cancel.**

**Rescheduling Appointments**

Every attempt should be made to reschedule unattended therapy sessions. Rescheduled sessions may occur with the patient's therapist or other therapists. If your therapist is ill or on vacation, Impressions Pediatric Therapy will provide a substitute therapist to ensure continuation of services. We will make every effort to schedule the therapist at your regularly scheduled appointment time. If this cannot occur, Impressions Pediatric Therapy will provide an alternate appointment time.

**Saturday Appointments(If applicable to your location)**

Saturday appointments were made available in order to meet the needs of our patients who are not able to make therapy sessions during the week. There continues to be a growing need for Saturday appointments. Due to this growing need on Saturdays, it would not be fair to hold open appointments for patients who do not show or frequently cancel. Therefore, Impressions Pediatric Therapy's policy for Saturday appointments is:

A patient will be removed from the Saturday schedule after one (1) "No Show".

Thank you for the opportunity to work with you, or your child. If you have any questions or concerns, please call and speak to the Office Manager or Directors of Rehabilitation assigned to your location.

Signature of Patient, Parent or Legal Guardian	Date