

3199 E. Warm Springs Rd,
Suite 200
Las Vegas, NV 89120
Phone: (702) 998-1793
Fax: (702) 920-8257



RE: Updated Cancellation Policy and Parent/Guardian Attendance

The updated policies written below will go into effect on **JUNE 1, 2021**. These policies are designed to improve our ability to accommodate all patients in need of our services and to provide complete and consistent treatment for your child. While we are sensitive to the fact that an emergency may occur in a rare instance, cancellations, especially last-minute ones, along with patient no-shows, decrease our ability to accommodate the scheduling needs of the other patients. Please review and initial the updated policies below:

Scheduled appointments may be cancelled for any reason, without penalty, if our office is notified at least 24 hours before the scheduled appointment time. A late cancellation will result in a \$30.00 fee automatically charged to your account and will not be covered by insurance. If you would like to cancel and are unable to reach someone in our office, you may email us at info@motivatedkidstherapy.com or leave a voicemail at (702) 998-1793.

A "no-show" is defined as any missed appointment where no notification was given to our office. All "no-show" appointments will result in a \$50.00 fee automatically charged to your account.

Late arrival of 15 minutes or more will result in a fee of \$30.00, in addition to your regular fee for service. Please be advised that our therapist is unable to bill for the full length of the scheduled session if the patient is late.

Your child's permanent sessions may be reduced and/or discontinued if there are two or more late cancellations or no-shows within a 90-day period.

In addition to the updated attendance policy, we are asking the child's parent/guardian to attend one session per month with their child. This will help keep therapists updated on the child's progress at home. It will also be a great time to discuss goals, home programs and strategies.

This attendance policy is in place to prevent last minute cancellations due to scheduling conflicts. However, to maintain the health of the staff and patients, a separate policy is in place regarding cancellations due to **illness**:

- Do NOT bring your child if they have had a fever or experienced other symptoms that are contagious, within a 24-hour period. Please call our office as soon as you know your child will not be able to attend their appointment due to illness. If your child shows visible signs of illness during a therapy session, their appointment may be cancelled or rescheduled at the discretion of your therapist.

I UNDERSTAND THE TERMS AND FEES LISTED ABOVE AND UNDERSTAND IT IS THE PATIENT/GAURDIANS RESPONSIBILITY FOR THE FEES, NOT THE INSURANCE/THIRD PARTY PAYOR.

I have read and understand the information on this form. I agree with the conditions set forth.

Child's Name

Parent/Guardian's Signature

Date

Thank you for your cooperation and understanding of our cancellation policy and for helping us achieve our goal of providing the most consistent and continuous care for your child.