



## **Ridge Zeller Therapy Private Pay Policy 2024**

Ridge Zeller Therapy provides services to many clients on a daily basis, and we value each and every one of you. While we understand that absences occur from time to time, the cumulative absences that occur across our clinic are more than our clinic can afford. In order to continue to provide outstanding services and keep our doors open, we find it necessary to update our payment policy. We are moving to a prepaid model for services which will be provided to your child.

### **Prepaid Payments:**

- We require all clients to maintain a valid credit card on file in order to streamline billing processes and ensure timely payment.
- Initial visit (e.g., therapy session and/or evaluation) payment is due prior.
- A \$100 deposit will be charged to hold your first appointment. The deposit will be applied to your first appointment. It is not refundable in the event that the appointment is canceled in less than 48 hours from the scheduled appointment.

### **Prepaid Monthly Therapy Sessions:**

- For ongoing therapy sessions, your sessions will be charged the first business day of the month.
- Receipt of payment documentation will be emailed when charge is made.

### **Missed Appointments/Absences:**

Ridge Zeller Therapy is dedicated to delivering the best clinical outcomes for your child. Likewise, these positive outcomes require your commitment and dedication to keeping your child's regularly scheduled therapy sessions. As you know, absences from therapy significantly impact your child's progress and overall success toward meeting their therapy goals. We understand that unforeseen circumstances may arise; therefore, we have implemented the following policy regarding missed appointments:

- Ridge Zeller Therapy must be notified of an absence at least 48 hours prior to the scheduled appointment.
  - The missed appointment can be rescheduled within the month that the missed appointment occurred.
- You may substitute a teletherapy session in place of canceling or as a makeup session when applicable. Teletherapy sessions are provided as make-up sessions at Ridge Zeller Therapy's discretion.
- Payment will not be refunded or credited for any missed appointments.

Please contact our clinic manager at (480) 365-9981 or [monicazuccaro@rztherapy.com](mailto:monicazuccaro@rztherapy.com) to reschedule.

Thank you for your cooperation and understanding. We appreciate the opportunity to assist you in your Speech and Occupational Therapy journey.