CANCELLATION POLICY

*Due to numerous cancellations/no shows with our home patients, Coastal Play 2 Grow Therapy has implemented the following cancellation policy:*

If you have 3 no shows or cancelled visits within a 2 month period, patient will be put on a call in basis. Caregiver is to call every Monday to see what spots are available for the week. If caregiver goes 3 weeks without scheduling an appointment, patient will be discharged from therapy services.

If you or your child has another appointment that interferes with your therapy time, please reschedule the week before or as soon as possible. We understand that unexpected things happen and illnesses occur; we encourage you to reschedule any missed visits as consistency of visits is important for therapy to be successful. Most insurance companies as well as referring physicians are requiring us to report no shows and cancellations as well as attendance records for visits. Inconsistent visits could result in your insurance company denying services for your child.

We have a high expectation of our therapists to prioritize communication with caregivers in order to achieve completed therapy session success. Often therapists are able to work around illness and other case by case situations particularly when therapist/caregiver communication is strong.

Please be respectful of this policy as we have a growing waiting list of children in need of services.

Thank you,

Coastal Play 2 Grow Therapy, LLC