

## Attendance Policy

One of the most important keys to success in therapy is to regularly attend all your scheduled appointments. Because it is our priority to help your child grow and succeed through therapy, we are now offering three different types of scheduling options in order to meet the varied scheduling needs of the families that we serve.

PT ST OT **Perm Schedule**

  

If it is decided that your child will follow the perm schedule, your child will be scheduled for appointments on the same day and time with the same therapist reoccurring week to week. The patient is expected to attend or reschedule **all** appointments in order to maintain the perm schedule. However, because we understand that you may be faced with circumstances outside of your control, we will allow up to two non-rescheduled cancellations within a three-month period. **Please bear in mind that if you exceed the two cancellations, your child will be moved to the flex scheduling option.**

PT ST OT **Flex Schedule**

  

If weekly permanent scheduling is not a convenient option for your family, a flex scheduling option is offered. With this scheduling option, your appointment(s) will be made a week in advance of the day and time of the appointment(s) being requested. Similar to the perm schedule, up to two non-rescheduled cancellations will be allowed within a three-month period. **If you exceed the two non-rescheduled cancellations, your child will be moved to a day of/call-in basis.** Or, if a perm schedule is the ideal scheduling option for your family, your child must attend 100% of the therapist-recommended treatment sessions for one month in order to be moved to a perm schedule.

PT ST OT **Day of/Call-in Schedule**

  

If the neither the perm schedule nor the flex schedule are the best scheduling options for your family, you may follow the day of/call-in scheduling option. Under this scheduling system, families can schedule the same day as the requested appointment OR up to eight business hours in advance of the requested time. **Note:** if you are planning to schedule a therapy appointment between 7AM and 10AM, please make sure to contact our office between 2PM and 6PM the day prior to your requested appointment.

### **Scheduling Responsibility & Cancellations on Behalf of the Clinic**

Please note that it is the family's responsibility to schedule all appointments under the flex and day-of scheduling systems. Cancelled visits must be rescheduled within one week of the missed appointment, however the rescheduled visit does not have to take place within that week and can occur in the future as insurance permits. If you do not make appointments for your child in a three-month period, we reserve the right to discontinue services. Furthermore, if a cancellation occurs on behalf of the clinic, such as if your therapist is unavailable, we still strongly encourage you to reschedule your patient's appointment. Yet, this cancellation will be an excused cancellation and will **not** count against you.

### **Late Arrivals**

Please make every effort to arrive to your appointment on time. If you arrive late to an appointment, the patient will be seen as the therapist's schedule permits. Please understand that if you arrive late, you may not receive all or any of your treatment.

If you have questions or concerns regarding this policy, please speak with your child's therapist directly.

Thank you,  
Tender Touch Therapy and Medical Support Services Staff

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I have read and understand the attendance policy and agree to its terms.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_