

## We Need to Talk and More! LLC Speech, Language and Occupational Therapy

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### **Attendance Policy**

We Need to Talk and More! LLC (WNTT) is dedicated to providing quality services to our clients. We must stress that consistency of attendance is crucial in order for clients to effectively meet the goals of their treatment plan. In addition, therapy time is specifically reserved for your family and is unavailable for other clients.

While WNTTM understands that illnesses and emergencies occur, we request that you avoid frequent cancellations or "no-shows". Please adhere to our following policy regarding providing our office with advance notification for any cancellations resulting from a conflicting appointment, vacation, or any other event:

- Please notify WNTTM of a cancellation 4 hours prior to your scheduled appointment.
- A fee of \$25.00 may be assessed if the following occurs. This fee will be billed directly to the client and not their health insurance company, as medical insurance does not provide coverage for missed sessions.
  - If cancellations are made less than the required 4 hours.
  - If the client fails to show up for a scheduled appointment.
- If you miss / reschedule / are more than 15 minutes late for 3 scheduled appointments, the office reserves the right to discharge the client. Additionally, if you arrive late for a scheduled appointment, the session will still end at the scheduled time or may be cancelled.

We look forward to a positive relationship with you. Thank you for your attention to this matter.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_