

HELPING HANDS, INC.

ATTENDANCE/CANCELLATION POLICY

This policy is effective September 2016, and this policy overrides all previous policies in place.

- **All cancellations must be made 24 hours prior to your appointment.**
- **Appointments that are not cancelled with a 24-hour notice are subject to a \$25.00 cancellation fee. If parents/guardians reschedule their child's appointment, we waive this \$25.00 fee.**
- **Appointments that are not attended by the patient with no notification to the front office ("No call, no show" appointments) are subject to a \$50.00 fee. We do not waive this fee.**

Please Note: When you are cancelling your child's appointment, you must provide notification to the front office. Our therapists are not responsible for communicating their clients' cancellations, scheduling conflicts, and vacation info to the front office. Parents can notify the front office at check-in, check-out, via phone (540-657-1423), via email (office@hhitherapy.com), or through the Contact Us inquiry form on our website (www.hhitherapy.com). Failure to notify the front office can result in your child's appointment being labeled as a "No Call, No Show," and we do not waive that \$50 fee; so please be sure to notify the front office when your child will not be able to attend their therapy session(s).

- **All cancellation and no-show fees will be billed directly to you. These fees must be paid before or at the time of your child's next appointment.** Neither your insurance company nor your flexible spending account will cover these fees.
- **Our office reserves the right to remove from the schedule a client who is not regularly attending therapy or a client who continuously arrives late.**
 - **Cancelling your child's regularly scheduled appointment 3 weeks in a row will result in your child being removed from the schedule effective immediately.** (If there are extenuating circumstances preventing you from bringing your child to their appointment, please contact the front office to discuss immediately to avoid removal from the schedule.)
 - **"No call, no show" appointments 2 weeks in a row will result in your child being removed from the schedule effective immediately.** (Please note, you must notify the front office if your child will not be here. Therapists are not responsible for communicating that information to the front office staff.)
- **Our office will make every effort to provide therapy to your child in circumstances where clients are late checking in. If you arrive late to your child's appointment, the session will conclude at its regularly scheduled end time; however, if you arrive more than 30 minutes late, your child will not be seen and you will be required to reschedule the appointment or pay the cancellation fee of \$25.00.**
- **We require that an adult be ON SITE during the full length of their child's therapy session. If you are not able to remain on the premises, we require you to reschedule the appointment.**

We thank you in advance for your consideration and cooperation with adhering to this policy!