



TLC Appointment Cancellation Policy

(Please initial each line, sign and date at the end)

Welcome to TLC Kids Therapy. We are glad you found us. We believe we have the best therapists to help your child live their best life!

Please understand that we have scheduled a therapist to work with your child at the agreed upon time. We know, based on research, that kids make significant progress when seen consistently. Our aim is to partner with you and your child in meeting goals that have been set by their therapist as quickly as possible. Cancellations and late arrivals interrupt the progress of therapy and reduce the effectiveness of treatment. TLC Kids Therapy will make every effort within our means to help you with a time slot that works for you. We want your child to make great progress quickly, and by attending therapy two times per week, you will see a leap in skills at about three months. When attending once per week, those same skills may take six to nine months to reach. The more we see your child, the faster you see progress!

Speech Therapy sessions are 30 minutes long, and Occupational and Physical Therapy Sessions are 50 minutes long. While your insurance may tell you that we can do speech therapy for one hour, what they do not tell you is that they will not pay us to do one-hour sessions. For some crazy reason, speech therapy is billed differently than any other service. We know you may drive far; however, we cannot make exceptions to this.

Please arrive 10 minutes before your appointment to allow for time to check in, and pay your co-pay if you have one. We ask this so your child can begin therapy at their scheduled time. Please let the therapist know how your child's day has been, or any new information they might need. Additionally, plan to be here 10 minutes before the end of your child's final session of the day to discuss their performance and progress. In turn, our therapists will commit to getting your child



at the scheduled time. Our therapists do see children back to back; therefore, if the previous child is having difficulty transitioning out, the therapist may need a few minutes to get help.

If your child wakes up sick, we are so sorry. Clearly your day is not going as planned! Please notify the front office immediately and reschedule their missed session within two weeks. **Your customary therapist may not be available for rescheduled visits.** We assure you that all of our therapists are well trained and, if given ample notice, your regular therapist can have a conversation with the therapist you are scheduled with. If going on vacation, please take us with you! But first, notify TLC of any appointments that will be missed at least 14 days ahead of time. Understand that we are unable to hold any time slot for more than two consecutive weeks. While we would like to, it is likely that we have another patient waiting for your time slot, so always best to hang on to it if you like it.

_____ I understand that if I cancel an appointment, I must reschedule the visit within the following two weeks or pay a \$50 cancellation fee. When an appointment is rescheduled it is expected that your child will attend that appointment. Remember that consistent attendance is needed for progress to be made. Multiple cancels and reschedules require review of your permanent time slot and our front desk staff will meet with you to discuss cancels. Perhaps we can find a time that works better for you. We are committed to helping your child succeed, and we know you are too.

_____ I understand that if I do not reschedule or pay the cancellation fee, my child will not be seen until I do. We hate to do this, but to help your child, we have to. We know from experience that if there is no consequence, it becomes easier to miss and the progress of your child suffers. We want you and your child to see the amazing benefits of therapy.



_____ I understand that if we do not show up for my child's appointment without calling ahead to cancel it, this will be considered a **no-call/no-show, and I must pay the \$50 cancellation fee as well as reschedule the session.**

_____ I understand that if we miss two appointments without rescheduling, or miss two rescheduled appointments in a 30-day time period, without rescheduling or paying the \$50 fee, my child will lose their time slot and be put on a flex schedule. This means I will get a call every Friday with the time slots available for the following week.

_____ I understand that if my child is on a flex schedule there is no guarantee that they will see the same therapist each visit.

_____ I understand that if my child is gone for more than two consecutive weeks, TLC cannot hold their time slot or customary therapist.

_____ I understand that my insurance will not pay for cancellation fees, and that if I do not pay it at our next visit, my child will not be seen.

_____ Co-pays are due at time of service. Please do not avoid co-pays by dropping your child off and picking them up. You will have a shorter line at the front desk if you wait until 15 minutes after the hour and everyone is checked in.

_____ I understand that if my insurance provider is **Medicaid**, cancellations must be rescheduled within the same week of original appointment.

_____ I understand if my insurance provider is **Medicaid** and we do not show up for my child's appointment without first cancelling *and* rescheduling, this will be



considered a no call/no show. If this happens twice in a 30-day time period, my child will be removed from the schedule.

A NOTE FROM THE THERAPISTS:

Families are expected to make every effort possible to attend scheduled appointments. When therapists establish a plan of care for your child, these goals are shared with your insurance company and your primary care physician. If your child misses appointments or arrives late, they will not meet their goals as quickly, and will need to be in therapy for a longer period of time.

As always, TLC thanks you for your cooperation in this matter as we strive to better serve your family.

A NOTE FROM THE OWNERS (LLOYD AND ROBBIE DUNN):

We know that sometimes life gets in the way of scheduled treatments. We do understand this. But please understand that we pay our therapist whether you come to therapy or not, unlike some clinics where the therapist loses money when a patient does not keep their appointment. We want you understand that we have to enforce this policy in order to provide you with the best therapy possible. We are dedicated to helping your child and you live their best life. If you have any concerns while here, please don't hesitate to contact us.

In signing this, I acknowledge that the above agreement and attendance policy was explained to me, and any questions regarding it have been answered.

Signature: _____

Date: _____