

Attendance, Rescheduling and Cancellation Policy

Regular attendance is essential for effective treatment. If a session must be cancelled for any reason, including illness or injury, clients must provide notice by 9:00am on the day of the appointment to avoid being charged for the session. This applies to both in-person and telehealth sessions. Please be prepared to reschedule your weekly, standing appointment if you are unable to keep it.

Messages may be left via voicemail or email 24 hours/day, 7 days/week. Any message left after 5pm will be processed the next business day.

Any individual with infectious illnesses should not be brought into the clinic until symptoms (e.g. fever, green discharge, vomiting, lice) have subsided for at least 48 hours. If a child arrives for his/her session and continues to show symptoms, he/she will be sent home, and the full session fee will be charged.

The full fee will be billed for a no-show appointment; that is if a client does not notify us by 9:00am prior to the scheduled therapy session. The fee can be waived if the session is rescheduled within five days. This applies to private pay clients and clients funded by insurance. Two (2) consecutive no-shows or four (4) no-shows in a 4-month period will result in therapy being discontinued.

Clinicians must begin and end therapy sessions as scheduled to stay on time throughout the day. Late arrivals for a session will be charged in full, and the session must conclude as scheduled. Please notify your clinician of any delays.

Telehealth service request: If you are in a telehealth session and experience any technical issues affecting your own connectivity to remain in the session, you will still be charged for that appointment, even if you are connected for a few minutes.