

Access Therapies is committed to providing quality treatment for children and their families. Our goal is to provide medically necessary natural and clinic-based therapy services in a professional and consistent manner. In order to maximize your child's potential in therapy, it is imperative that we adhere to our attendance policy. The following guidelines have been established to ensure the best services for your child:

- I. Therapy appointment times will be arranged by your child's therapist. We will be as accommodating as possible when arranging treatment times.
- II. Access Therapies understands that emergencies may arise that warrant appointment cancellations. It is our policy that your therapist make every effort to provide a timely cancellation when necessary and we ask that you make every effort to cancel your appointment **no less than 24 hours in advance.** This will enable the therapist to accommodate the need to reschedule. You may contact your therapist via their cell phone.
- III. In order to maintain consistency in therapy services, the therapist will make every reasonable effort to reschedule missed appointments as their schedule allows.
- IV. If your child fails to attend a scheduled appointment without reasonable effort being made to inform the therapist of a need to reschedule, Access Therapies will consider this a "No Show". The therapist will be available for fifteen minutes beyond the appointment time before declaring a "No Show".
- V. If you "No Show" three times within an eight week period, your child will be discharged from Access Therapies. We are obligated to notify your EI and referring physician at that time. You will be placed on our waiting list and will be contacted when services can resume.
- VI. If you "No Show" two appointments in a row and the therapist is unable to reach you to confirm future appointments, we will contact your EI, if appropriate, who will also attempt to communicate with you. If unsuccessful, Access Therapies may discharge your child from the program.
- VII. Frequent cancellations that are not the result of **sickness or hospitalization** will also cause you to be discharged and placed on the waiting list.
- VIII. We understand that circumstances may prevent you from being able to take advantage of the therapy services for which your child has been referred, or the services we provide are not meeting your family's needs. If this happens, please inform the therapist that you would like to discontinue services. You may also contact the Clinical Manager, Lisa Bishop, at 864-838-0768 to discuss how we may better serve your child and family.



Acknowledgement of Attendance Policy

I acknowledge receipt of Access Therapies Attendance Policy and understand the importance of consistent attendance in order to remain in the program and continue to receive therapy services.

Parent Signature

Date

Printed Name

Relationship

Therapist Signature

Date

