

# MY SPEECHEE NO-SHOW/LATE CANCELLATION POLICY

## No-Show/Late Cancellation Policy

My Speechee is devoted to providing care and treatment of our clients. Our therapists create a unique and specific treatment plan for each of their clients. Preparation time is used to select specific tools and materials for individualized sessions. When a client does not attend a scheduled appointment or give sufficient notice to cancel an appointment, the treatment plan is disrupted and we forfeit the opportunity to accommodate an alternate patient. Your respect for our therapists' time and efforts is most appreciated.

A cancellation is considered late **when notification (call or email) is received with less than 24 hours notice**. All no-shows and late non-emergency cancellations are subject to a regular session charge of \$175.00 for the missed appointment (or \$100 for group sessions). It is understood that this fee is the patient/guarantor's responsibility and will be due in full on or before the next appointment.

If you have purchased a therapy package and must cancel a session, we will make every effort to reschedule the missed session during the month, however we cannot guarantee there will be sufficient flexibility in our schedule to do so.

Any client with three (3) no-shows/late cancellations within a three (3) month period will be removed from the recurrent schedule. Subsequent appointments may be made on an "as available" basis.

## Illness Policy

Should your child have a fever, persistent cough, or a runny nose, please call and cancel his or her appointment. Because of the close proximity of the therapist to the child's face, it is easy for the virus to be spread. Your therapist sees many children over the course of the week and cannot afford to infect other clients or miss appointments due to illness. A general rule of thumb is that if a child has been on an antibiotic for 24 hours and does not have a fever, is not coughing frequently, and does not have a runny nose, he/she is probably not contagious. We appreciate your understanding and will be happy to try and reschedule your appointment.

## **Inclement Weather Policy**

In the event of inclement weather, My Speechee follows the New York City Department of Education school closing recommendations.

{ } I have read and understand the above No-Show/Late Cancellation Policy.

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SIGNATURE

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DATE