



IMPORTANT!

Often payer sources (Medicaid, private insurance, etc.) require evidence of consistent therapy and progress before approving ongoing treatment. Therefore, therapists are **REQUIRED** to makeup all missed appointments.

If you are unable to keep your appointment or need to reschedule, please call us at least 24 hours prior to your appointment. If you have a “last minute” incident or child is sick, please inform the therapist as soon as possible.

ATTENDANCE AND CANCELLATION POLICY

Your therapist reserves an appointment time specifically for your child. Please make every effort to make this appointment. In the event that you are unable to make your scheduled appointment, we require at least 24 hour notice so we are able to offer the appointment time to another family in need. In the event of frequent cancellations/missed appointments (**3 or more** cancellations in a **3-month period**), we will need to reconsider our ability to offer you a regularly scheduled appointment time as we have other families on our wait list. We understand that events and illness can occur unexpectedly and will take that into consideration before discharging and sending the discharge summary to the Pediatrician.

How to Cancel Your Appointment:

To cancel appointments, please **call/text your therapist** or our office at (919) 827-3324. If you do not reach the therapist or office, please leave a message on the voice mail. You may also email expresatenc@gmail.com or use the “contact us” tab on our website at www.expresatenc.com.

Parent/Guardian's Signature

Date

Parent/Guardian's Printed Name

Child's Name (printed)