

MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Pediatric Therapy Network takes pride in our policy of scheduling only one patient at a time. Unlike other doctor's offices who schedule 2 or 3 patients in the same time-slot (which is why you generally wait 30- 60 minutes to be seen), at our office your appointment time is reserved exclusively for your child.

Cancellations

We would like to thank you for being a patient in our office. We value all of our patients and strive to provide the best care possible. Please understand that when we schedule your appointment, we are reserving that time for your particular needs. We kindly ask that if you must change an appointment, please notify us if you are not able to keep your appointment. It is the policy of Pediatric Therapy Network, LLC to require clients to cancel via phone within **24 hours** of your child's appointment time. If sick, you may call the day of the appointment, but must be **two hours** before the scheduled appointment.

Two or more consecutive cancellations without medical/excusable reasons will result in loss of your child's regular appointment time. Also, cancellations greater than 30% of the treatments in a 10-week period will also lose their standing appointment and they **will be suspended from our practice until they attend a cancellation/no-show class.**

No Shows (Missed Appointment/Non-Cancelled)

We track missed (non-cancelled) appointments. A "No Show/Late Cancellation" is defined as missing an appointment without cancelling at least 24 hours (2 hours in the event of sickness) before scheduled time.

Established patients who no-show for their scheduled appointment 3 times within a one year period will be suspended from our practice until they attend a cancellation/no-show class.

You may call 24 hours a day to cancel your appointment. If you call to cancel an appointment after office hours, the answering service will take a message.

First time no-show suspended patients must attend a one-hour cancellation/no show class. The cancellation/no show classes are typically offered every month. After attending a cancellation/no show class the patient is allowed back into the practice.

Further suspensions for repeated cancellation/ no shows require a one-month suspension period. Then the patient can be scheduled to meet with the management or their designee to discuss this matter. If approved, and after signing a re-admittance agreement, they will be allowed to be scheduled.

By signing this form, I agree to cooperate with the cancellation/no show policy of Pediatric Therapy Network.

Thank you for choosing Pediatric Therapy Network.

Parent/Guardian Printed

Signature

Date