



## ATTENDANCE POLICIES

### Attendance Requirements

- *At least 80% attendance is required at all times* to avoid fees and possible removal from the schedule.
- *Up to 3 sessions* within a rolling *4-month period* may be missed for any reason; late cancellation and no-show fees apply if the required 48-hour notice is not provided.
- After the third absence (beginning with the fourth), clients will be charged the full session cost for any additional appointments canceled within this 4-month period—regardless of the reason or the amount of notice.

### Cancellations, No-Shows, & Late Arrivals

- All appointments canceled with *less than 48-hour notice* will be charged *50% of the session cost*.
- All appointments canceled with *less than 24-hour notice* or appointments missed without prior communication (“no-shows”) will be charged *100% of the session cost*.
- Late arrivals forfeit the missed portion of the session—the appointment will still end at the scheduled time and the full cost of the session will apply.

### Rescheduling and Virtual Sessions

- All requests to reschedule *therapy sessions* must be received with *at least 48-hour notice*.
- If unable to attend in-person, virtual appointments are available to avoid canceling. Appointments may be changed to virtual at any time but it's best to give at least a half-day notice to allow time to prepare.
- Sessions canceled during scheduled school breaks and holidays count toward attendance requirements. Additional appointment times are offered the weeks before, during, and after breaks.

### Evaluations

- A *50% deposit* is required at the time of scheduling to reserve evaluation appointments.
- All requests to cancel or reschedule an evaluation must be received with *at least 72-hour notice* for the 50% deposit to be refunded (less the cost of record review, collaboration, and associated processing fees).

### Confirmation, Cancellation, and Reschedule Procedures

- All scheduled appointments must be confirmed in the Practice Better portal. Go to BOOKINGS to see the *full list* of weekly appointments (only 5 are listed on the home page) and CONFIRM each appointment. It is important to *review* and *confirm* each appointment; late cancellation or no-show fees will apply if scheduling issues have not been resolved prior to the appointment.
- Cancellation and reschedule requests with at least 48-hour notice should be made through the Practice Better client portal. From the portal home page, select BOOKINGS > DETAILS, then select RESCHEDULE or CANCEL.
- All *same-day* cancellation and reschedule requests (including requests to change to virtual) should be submitted using the Practice Better chat/messaging feature.

### Appointment Reminders

- Text and email appointment reminders are offered as a courtesy—clients are ultimately responsible for managing their schedules.

### The Importance of Consistent Attendance

Regular attendance and daily home practice makes room for small successes which leads to steady, continuous progress. When clients are not progressing as expected, it is best to have already eliminated attendance as a factor so that appropriate referrals can be made in a timely manner. Chronic absences and late arrivals limit a client's access to quality therapy. With limited forward movement, goals may feel less attainable and it can be hard to see the purpose or value in therapy.

These policies were carefully designed to keep clients on track with their goals and to avoid extending the duration of therapy beyond necessary, as well as to maintain an efficient and sustainable practice. If challenges with attendance or scheduling arise, please let your provider know so we can work together to find a solution.

*When clients show up, so do we.*