

NO-SHOW AND CANCELLATION POLICY

Appointment times are designated specifically for you or your family member. To get the most out of each scheduled visit, it is important to arrive on time and to attend sessions consistently. Just below is a summary of the main points; please read on for detailed information about our cancellation policies.

- 48-hour notice is required when cancelling an appointment or a “late cancellation” fee applies.
- 24-hour notice is required to reschedule an appointment, or a “late cancellation” fee applies.
- Late-cancellation fee is \$40. No-show fee is 50% of the total cost of the session.
- Sessions may be cancelled if the client is 15 or more minutes late; a “late-cancel” fee applies.
- *Clients must attend at least 4 out of every 5 scheduled sessions. If attendance falls below 80%, the client may be removed from the schedule and placed on a wait list.*
- Teletherapy (video visits) can and should be used instead of cancelling a session.

Late arrivals will result in forfeited time. Arriving late has a negative effect on the client’s progress toward goals, on the clinician and their schedule, and on other clients scheduled thereafter. The clinician may cancel the appointment if a client arrives more than 15 minutes past the scheduled start time. If the appointment is cancelled, a late-cancellation fee of \$40 will be charged, and the cancelled appointment will count towards overall required attendance. Both the client and the clinician have a few minutes grace period at the start of a session, though every effort should be made to start on time.

Frequent absences are disruptive to the continuity of treatment and will extend the overall duration of therapy. *Clients must attend at least 4 out of every 5 scheduled sessions to keep their recurring appointment time.* If the client’s attendance falls below 80%, their remaining sessions may be removed from the schedule and that appointment time will be made available to another client. If a client has been removed from the schedule, they may return to the appointment queue and will be offered the next available appointment time. *This policy will be enforced especially with after school times (i.e., anything after 3pm).*

The “*late-cancellation*” fee is \$40 and applies when a scheduled session is cancelled with less than 48-hour notice. At least 24-hour notice is required when rescheduling appointments. Adequate notice benefits other clients who are looking to reschedule their appointment, as well as clinicians who rely on filling a minimum number of sessions.

The “*no-show*” fee is 50% of the total cost of the session and applies when a scheduled appointment is missed without providing any notice at all.

Fees may be *waived* for the infrequent occurrences of serious injury or hospitalization, sudden serious or contagious illness, or family emergency such as death or serious illness. Emergency situations will be excused 1-2 times within 6 months.

Teletherapy is available to all clients as an alternative option when unable to attend in person (e.g., poor driving conditions, babysitter cancels, or other prohibitive circumstances). In-person sessions may be changed to video sessions up to 5-10 minutes prior to the start of the appointment, though it is best to give your therapist advanced notice when possible to allow time to prepare. Teletherapy may not be appropriate for your family member due to age or limited ability; this will be taken into consideration on an individual case basis.

Ann Arbor Speech & Language Therapy Center, LLC offers appointment reminder emails as a courtesy, but each client is ultimately responsible for managing their scheduled appointments.

Our goal is to provide effective quality therapy...when you show up, we will too! Please communicate with us if there are issues that interfere with attendance, and we will work with you to find a solution.