



Children's Center for Therapy and Learning

2124 NE 123rd Street, Suite 204, North Miami, FL 33161

PH:305.895.0444 * Fax:305.895.0490 * www.Therapyandlearning.com

Broken or Missed Appointments

I understand that the Children's Center for Therapy reserves the right to charge for broken or missed appointments without 24 hours notice. I agree to pay these charges. I further understand:

- ◆ I am aware that I cannot be billed for a missed appointment if I have Medicaid or Early Steps as the payor for the session I am cancelling. This session will be considered a no show and a strike on my record. I further understand that after 3 strikes in a six month time frame, my child will be considered for dismissal from our caseload.
- ◆ I understand that if a therapist cancels a session with me and I thereby cancel with another therapist that day because of the cancellation, I will be charged with a no show, strike or cancellation fee.
- ◆ After 3 sick cancellation excuses, a doctor's note will be required in order to not be charged for a session or no show.
- ◆ The full fee of the session will be charged if 24 hours notice for a cancellation is not given.
- ◆ My insurance cannot be billed for a no show or cancellation.
- ◆ Sessions can only be made up within the same week that the cancellation was made in order to not be charged for the session. I understand that therapists have limited availability and that they may not be able to make up the session within that week and if this situation arises I will be charged for the cancellation.
- ◆ I will cancel all of my appointments with the intake coordinator at 305-895-0444. I understand that operating hours for the center are from 8:30-6:00, I will make every attempt to cancel during those hours. If cancellations are made before or after operating hours by leaving a voicemail message I understand that it will be considered a no show.
- ◆ I understand that some therapists would prefer to be also be notified by cell phone. I have discussed this with my therapist and will make an effort to follow my therapist's wishes in regards to this policy. I understand however that this does not negate my obligation to cancel with the intake coordinator as they need to log the cancellation in the system.
- ◆ I understand that if my therapist does not require me to stay during my child's therapy time, I can leave the premises of the center as long as I return 10 minutes prior to my child's session ending and as long as I leave a contact phone number and any necessary items my child may need (diapers, wipes, etc.). If I am late picking up my child I will be charged a \$1 a minute late fee to pay for the babysitting services that my child receives in my absence. This late fee cannot be charged to my insurance and I am responsible for paying this fee when I return to pick up my child. There are no exceptions to the late fee policy.
- ◆ Rain is not an appropriate reason to cancel therapy, if parents cancel because of the weather their child may be dismissed from therapy. If there is a hurricane please call the center to check to see if the center is open.
- ◆ Any child that is more than 10 minutes late for a scheduled appointment will be considered a mark on their record. After 6 marks in a six month period the child will be considered for dismissal from the caseload. For private pay clients, the entire session will be charged when you are late for a session. If you are 15 minutes or more late for your scheduled appointment the late fee will be your responsibility and cannot be charged to your insurance.
- ◆ Do not assume that the center is closed for Holidays, it is up to the discretion of the therapist to determine if they will or will not be working on a holiday. If you do not plan to attend therapy on a holiday you must notify the therapy 24 hours in advance.

We at the Children's Center would like to thank you in advance for your commitment to your child's therapy and progress. We are setting up these strict cancellation rules in order to better assist the children achieve their goals and to receive consistent services. Please also understand that the therapists at the center work on an hourly basis so if a client cancels and they are not able to fill that spot they do not get paid for the time. In order to keep the therapists happy, please try to keep your regularly scheduled appointments and avoid cancelling. If you need to cancel, please make every effort to provide them with as much notice as possible so they can schedule another child in that spot.

I understand and acknowledge the above guidelines and will do my best to adhere to these policies. I agree to pay any fees that are incurred by not following the cancellation and late fee policy.

Parent Signature

Date

Printed Name

Witness