

Cancellation and Missed Appointment Policy

Attending all physical therapy sessions regularly and in accordance with the recommendations of your child's physical therapist is critical in ensuring that your child will meet his or her physical therapy goals. At Pinnacle Kidz, we feel strongly that each child deserves individual attention during his/her therapy time and therefore, your child's scheduled appointment is reserved for only him/her. Because of this, a missed appointment without advance notice represents lost time that could be assigned to another child. That being said, we understand that appointments occasionally need to be rescheduled. By providing us with advance notice, we are able to best manage your child's care while also helping other children who are in need of an appointment. We appreciate your understanding in adhering to our policy.

- 1. Scheduled appointments may be rescheduled for any reason and without penalty if our office is notified in advance of *at least 24 hours* of the scheduled appointment time. When possible, advance notice of more than 24 hours is preferable and very much appreciated.**
 - Please keep in mind that it is in the best interest of your child to maintain the recommended frequency established in your child's plan of care. Because of this, if more than 3 appointments are cancelled without scheduling a make-up session, a \$75 cancellation fee will be charged to your child's account for all further cancellations, regardless of the amount of notice given. Please note that any modification to your child's recommended plan of care by his/her therapist will not incur any fees.**
- 2. A "late cancellation" is defined as any cancelled appointment where notice is given less than 24 hours in advance of the scheduled appointment time. A \$75 fee will automatically be charged to your child's account in the event of a late cancellation.**
 - "Late cancellation" fees due to illness only of the child and/or caregiver responsible for bringing the child to his/her appointment will be waived if the missed appointment is rescheduled within the following 2 weeks.**
- 3. A "no-show" appointment is defined as any missed appointment where no advance notice is given to our office. All "no-show" appointments will incur a \$75 missed appointment fee without exception.**
- 4. Late arrivals of 20 minutes or more may be subject to cancellation with an associated "late cancellation" fee of \$75. Calls to our office if you are running late are always appreciated so that we may try our best to accommodate you.**

Patient Name

Parent/Guardian Signature

Date