



41 Main Street
Topsham, ME 04086
Phone: (207) 844-8287
Fax: (207) 844-8245

www.kidotherapy.com

Kid O'Therapy No-Show / Late Cancellation Policy

Please Read Carefully

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notification allows us to fulfill other patients' scheduling needs and keeps the clinic operating at its most efficient level. We reserve your appointment time just for you. We do not double-book appointments so that we may provide optimum treatment outcomes for all our patients. Therefore, missed appointments are significantly inconvenient to your therapist, the clinic, and other patients who are waiting to be seen.

1. We ask that you provide our office with a 48-hour notice to change or cancel an appointment. Patients who do not attend a scheduled appointment or who do not provide 48-hour notice to change a scheduled appointment will be considered a no-show/late cancellation and will be responsible for a **\$50.00** Office Visit Charge on the first cancellation, a **\$75.00** Office Visit Charge on the second cancellation, and a **\$100** Office Visit Charge on their third cancellation. This charge **CANNOT** be billed to insurance or applied toward a deductible. This fee must be paid before the next scheduled appointment.
2. Cancellations made the same day as a scheduled appointment will be considered a Late Cancellation, and count towards the limit of 3 No Shows/Late Cancellations.
3. If you miss three (3) appointments (from either a no show or a late cancellation), you will be placed on a probation list with our clinic. This requires a commitment from you to call the day prior to your appointment and confirm you will be attending your appointment the following day. If you do not call to confirm you are coming to your appointment, we have the right to offer your scheduled slot to another child on our wait list. Should you no show or cancel at the last minute without providing us with 48 hours notification, our staff has the right to discharge your child from caseload.
4. To optimize your child's therapy outcomes, we expect regular attendance of your occupational therapy, physical therapy, and/or speech therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis, it affects the status of your child's progress and outcomes. Your treatment plan has been established by your medical practitioners; missing appointments hinders that process and may end up prolonging them reaching their goals. In addition, our therapists spend extra time preparing for your child's session ahead of time. A no show or late cancellation affect their ability to attend to other children's needs.
5. After missing three (3) appointments without a 48-hour notice, our therapists reserve the right to discharge your child from their caseload. If you would like to pursue services after discharge, you will be placed back on the wait list, and the process will have to start all over including a probationary period requiring a commitment from you to call the day prior to your appointment and confirm you will be attending your appointment that day.

Thank you for providing our office and our patients with this courtesy. Signing below indicates you understand and agree to the terms of this policy.



KID WITH PURPOSE THERAPY, LLC

Physical Therapy, Speech Therapy, &
Occupational Therapy for Children

41 Main Street
Topsham, ME 04086
Phone: (207) 844-8287
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CHILD'S NAME: _____ Date of Birth: _____

Signature of Patient: _____ Date: _____

Signature of Responsible Party: _____ Date: _____
(if applicable)



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