

## SPOT Rehabilitation Cancellation, No Show, Late Arrival, Leaving the Building Policy

Your therapy services are important and are physician-ordered. In order to have a place on our permanent schedule (i.e., Every Tuesday at 4:00), you must attend your sessions regularly.

**Cancellations:** If you need to cancel (ie. illness) we expect a call to cancel your appointment. If you cancel 50% of your sessions in a given month, your reserved time will be removed from our permanent schedule.

**No shows:** If you do not show (without a call to cancel) you will be called by the therapist and reminded of our policy. After **two** no-shows you will be immediately discontinued from our service.

**Late arrival:** Please note if you arrive late for your sessions (5-10 minutes or more) on a consistent basis, you may be taken off of the permanent schedule.

\*If you are removed from the permanent schedule for any of these reasons, you will be responsible for scheduling sessions on a weekly basis. If attendance has improved for one month, you can return to a permanent schedule.

**Leaving the building:** If you are consistently late to pick up your child, you will be asked to remain in the lobby for all of your child's therapy sessions.

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I have read and understand the Cancellation, No Show, Late Arrival, Leaving the Building Policies for SPOT Rehabilitation and I agree to comply with these policies:

\_\_\_\_\_  
Signature of Patient/Representative

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Date

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Please print patient name