

Watson Speech and Language Services
4 Dundee Circle
Harwich, MA 02645
watsonjslp@gmail.com
(508) 237-6643

Make-up Session

I offer make-up sessions, as they are in the client's best interest. Make-up slots are offered for inclement weather, illness, and pre-arranged vacations/holidays. Make-up sessions are not offered when there is a violation of the cancellation policy. For example, if you are charged for a no-show, I will not reschedule that visit. Make-ups must be attempted for all holidays, vacations, and cancellations. Failure to schedule make-ups is considered a violation of policies.

Attendance

Because this office holds a time for your session, you are essentially promising to fulfill that slot. I take careful attendance. If you exceed a cancellation rate of 20 percent or higher you will receive a written notice that your slot is in jeopardy, especially if you do not schedule or attend make-up sessions. This policy includes emergency, non-emergency, and vacation cancellations.

Dismissal

If you plan on discontinuing services for any reason, you must give this office two weeks' notice or you will be billed for missing sessions. This office must also give you 30 days' notice if treatment will be discontinued for breach of attendance policy.

Therapy Cancellations

Please remember that careful individual planning and time goes into preparing for your child's speech-language therapy. I aim to maximize your child's potential and progress with consistent therapy sessions. Consistent attendance is essential to achieving speech-language goals and so that each client can receive full benefit from his/her therapy plan.

If you need to reschedule a session (for any reason, including illness), please give as much notice as possible. Please call or text (508) 237-6643 or email watsonjslp@gmail.com the office more than 4 hours in advance of the session if you need to reschedule.

1. Any session not rescheduled with at least 4 hour advance will be charged a \$50 fee. We cannot bill insurance for a cancellation.
2. A no-show session (no phone call or email prior to session to cancel) is not eligible for a make-up session. The \$50 fee is due at or prior to the next scheduled session.
3. When making up a late-cancelled (less than 4 hours) session within 7-10 days, no cancellation fee will be charged. The session will be billed as usual. If no make-up is available then the \$50 fee is due. This make up will be in addition to the regularly scheduled frequency of therapy (client may have two sessions in one week).
4. Overall attendance: Since we have recommended sessions as 1X (or 2-3X) per week for your child, you are agreeing to fulfill that/those sessions per week for improvement on your child's skills. I take careful attendance. I require 80% attendance at all scheduled sessions per month.
5. If your child exceeds a cancellation rate of 20% or greater, you will receive a written warning notice that your child's therapy slot is in jeopardy, especially if you do not schedule/attend make-up sessions. This includes emergency, non-emergency, and vacation cancellations.

I _____ understand that if my child, _____ misses a session and I do not call, text or email at least 4 hours prior to my session time to cancel, I will be charged a \$50 fee. This fee is not covered by, or submitted to, my insurance company. The fee for a missed appointment will be collected prior to (or at)

my child's next scheduled appointment. I understand that I am strongly encouraged to reschedule my child's session ASAP for continued progress on his/her treatment plan.

Parent Signature

Date