



NEW Cancellation Policy Effective Immediately

To All Families-

Effective January 2013 there will be a **\$50.00 Cancellation fee** (1/2 of our hourly rate) for sessions that are not made up within 2 weeks. We understand that children get sick, this is why we are allowing a 2 week make up window. This cancellation fee must be paid **BEFORE** services can resume.

Please call us at 829-8007, or email your therapist directly, at least 24 hours prior to canceling an appointment when possible. Please also let us know if your child is home sick from their school program, so that we do not travel to see them for their regular session.

Possible ways to make up sessions may include:

- Rescheduling the missed appointment with your child's therapist
- Rescheduling the missed appointment with another therapist
- Scheduling a review meeting with the therapist to discuss your child's progress, goals and objectives
- Having your child seen with another child
- Having the therapist see your child in their school setting
- Increasing the length of your child's next session

In order to prevent regression of skills it is important that your child is seen consistently and regularly. We are a fee for service clinic, when you cancel we do not receive reimbursement. It is imperative for our business that you keep and/or reschedule your sessions.

Thank you for your understanding and cooperation.

Jaime Kiesow, OTR/L

Director StoreySmith Pediatric Clinic, PA

