



## Parent Letter

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In order to provide the highest quality of services to our clients, the following policies have been established by *Communicate to Connect Therapy, LLC*. Please review the policies and contact us with any questions or concerns that you may have.

### Speech & Language Therapy: Parent and Cancellation Policy

1. Your child's schedule for speech/language sessions is the same each week. If your child will not be able to attend his/her session due to a conflict (other appointments, vacation, etc) **you must call your child's clinician** as early as possible but **no later than 3 hours** ahead, to reschedule or cancel. If notice is not received by your clinician via phone call, text, or voice mail, it will be considered a missed appointment. Please be sure you have your clinician's phone/cell phone numbers. These are given to you at the first meeting. You will receive this same courtesy from your clinician in the event that he/she needs to cancel.
2. Missed appointments will result in a cancellation fee. If notice is given, but less than 3 hours before the scheduled appointment, the fee will be \$20.00. If *no* notice is given, you will be charged the full session fee. These cancellation fees will be applied *per occurrence*. This fee applies to all clients, and will be billed directly to the family.
3. Following 2 missed appointments, without notice given, the therapist has the right to discontinue services. We certainly do not want this to happen, so please try to plan ahead when making other doctor appointments or planning other events that would require your child to miss school and/or therapy for the day.
4. Written progress notes will be given to you, the parent, at a frequency determined by parent and therapist at onset of services. If you would like to meet to discuss progress, arrangements can be made.
5. We ask that a 14-day (2 weeks) notice be given, if a family chooses to discontinue therapy services. If you, the parent, are not comfortable with your child's current therapist, please consider discussing this with your therapist or with the referral manager before deciding to discontinue service. Another therapist within the practice would be happy to provide services, if appropriate.

Please be sure to remember these policies, and your child's weekly schedule, when making other appointments for your child. If your child is sick on one of these days, please call your therapist as early as you can. We can then reschedule the appointment.

Thank you for understanding our need to follow these policies. Please feel free to call us at any time to discuss questions you may have. We look forward to working with you and your child in the upcoming weeks and months.

Sincerely,

The Clinicians of Communicate to Connect Therapy, LLC