



Beyond Limits Pediatric Therapy Center **ATTENDANCE POLICY**

Your child's progress in therapy is a direct result of regular attendance to his/her therapy sessions, open communication with your child's therapist(s) and office staff, and compliance with your child's home exercise program as instructed by his/her therapist(s).

BLPTC institutes an attendance policy to monitor and ensure that patients regularly attend their scheduled appointments for an overall successful therapy program. For this reason, in addition to many increasingly strict attendance-related insurance requirements and a growing community need for services, Beyond Limits Pediatric Therapy Center is committed to upholding the following attendance policy.

We require a 24-Hour notice for cancellations. We reserve a time specifically for your child; because of our lengthy waitlists, some children rely on cancellations in order to be seen for therapy. A twenty-four hour notice gives our office ample time to notify patients who currently can only be seen on a call-in basis.

We know that sickness occurs. Therefore, if you think that your child is sick the night before their appointment, or wakes up sick, please call/text us and give us notice so that we can plan accordingly. The following signs may indicate a communicable disease/illness: vomiting, fever, diarrhea, sore throat, rash/swelling and red/running eyes.

In the event of a cancellation, it is the patient's responsibility to reschedule any missed appointment.

BLPTC reserves the right to transition any patient to a flex schedule, which entails scheduling on a week-to-week basis rather than maintaining an established recurring appointment for any of the following reasons:

- Three canceled appointments for any reason (**including those with greater than a 24-hour notice**),
- Two no-shows (**missed appointments without a telephone call to cancel OR cancellations with less than a 24-hour notice**), or
- Erratic and/or inconsistent attendance (**including, but not limited to, arriving late for appointments OR routinely cancelling appointments non-consecutively**).

All of the above may adversely affect your child's progress in meeting the goals set forth in his/her plan of care. In the event of any of the above reasons, therapy patients may be discharged or transitioned to a flex schedule. The patient's physician and insurance carrier will be notified. Missed/canceled visits or other unusual attendance problems are also documented in the patient's medical record. If your child is discharged because of attendance problems, any re-admission to BLPTC will require approval by the treating therapist and office manager (and a new physician's therapy prescription is required).

A minimum of a twenty-four (24) hour notice must be given for any cancellation or to reschedule appointments. Cancellations with less than a 24-hour notice will be deemed a no-show. Patients must be on time for their scheduled appointment. If your child is 10 minutes or more late, he/she may not be able to be seen at that time and could have to wait until his/her next scheduled appointment.

In the case of a provider's absence, if an opening is available for a patient to be treated at the same time with an alternate provider, the appointment will be moved to another provider's schedule to ensure care may be provided.

Please note if BLPTC needs to cancel an appointment (ex: closure/holidays, therapist is out of office, plan of care is pending doctor signature, or insurance authorization is pending), this will not count against your attendance record. We will do our best to reschedule your child's therapy session(s).