



Therapy Policies

At Speech Matters we strive to provide you with a model of care that allows our clients to maximize their potential for progress, and consistent attendance is one contributing factor. We do this by scheduling and reserving weekly appointments for each client. Very often we have clients that need or request additional therapy, but cannot accommodate them unless we are provided advance notice of cancellations. Our therapy policies allow us to best accommodate and service our clients.

Cancelled Appointments

All appointments must be cancelled at least 24 hours in advance of the appointment.

Speech Matters understands that occasional unavoidable circumstances, such as sudden illnesses, occur that do not allow for advance notice. You will not be charged for these cancelled appointments. A fee of \$25.00 will be charged to your account if you miss an appointment without cancelling in accordance with this policy.

Make-Up Sessions

We expect our clients to reschedule cancelled appointments to ensure consistent therapy delivery. We will work with you to reschedule your cancelled appointments for planned holidays, vacations, extracurricular events, etc.

Attendance

Consistent attendance contributes to effective progress. As such, we expect a minimum of 85% attendance rate. Abuse of this policy may be subject to a charge and/or discontinuation of services.

No-Show

Our therapists spend time planning and preparing for each therapy session. Any client who fails to attend their appointment without providing notice (either directly to the treating therapist or administrative staff) will be charged for the appointment at the private pay rate of \$95.00. This fee is not covered by health insurance.

In consideration for the professional services rendered to me or my child, by Speech Matters, LLC, I acknowledge receipt of and agree to the therapy policies of Speech Matters, LLC outlined above.

Patient

Date

Parent/Guarantor