We understand the complex nature of incorporating therapies into your family’s routine. Whether therapy is once a month or twice per week, it takes a lot to make a schedule run smoothly. Together, your therapist and you will attempt to create and establish a consistent therapy schedule for your child. Please keep in mind that the majority of our patients are home-health therapy; so, our therapists try to cluster appointment schedules according to geographic area. Please also know that your therapist’s caseload is subject to change as new patients come into the practice and other patients leave. We will always try to be flexible and respectful of your time. Likewise, it is important to remember that we are providing a service to both you and your child; therefore it’s equally important that you be flexible and respectful of your therapist’s time.

* Please schedule doctor’s appointments so as not to interfere with your child’s therapy schedule
* Please cancel appointments in a timely manner – 24 hours notice is best, ***however*** -
	+ If your child seems to be feeling a bit punky and you don’t think playing the next day looks promising, please give your therapist a heads-up the day/night before the appointment
	+ If you have an early morning appointment and must cancel, call any time after 6am, so that your therapist can re-arrange the schedule

In order to protect the best interests of everyone involved in relation to discharges and cancellations, Full Circle Pediatric Therapy (FCPT) and you agree to the following policies:

* Two weeks notice will be given, when possible, if your child will no longer receive services from FCPT, for any reason
* You and your therapist will give each other 24 hours notice, when possible, if either needs to cancel an appointment
* If your appointments are cancelled too frequently, to the point that a true assessment of your child’s progress is not possible due to such an inconsistent treatment schedule, your child may be discharged as a regular patient of FCPT (by verbal or written notice) so that the time slot may be offered to a patient whose family is more serious about the child’s continued development
* In the event of a no-show, a $35 no-show fee may be billed to the responsible party
* In the event that co-pays, no-show fees, or other dues are not paid, FCPT reserves the right to cease treatments until payments are current. If cancellations of this nature accrue to 3 or more, the child may be discharged as a patient of FCPT.
* FCPT reserves the right to use a collection agency to collect past-due payments

Thank you for your understanding with regard to our policies. We do look forward to working with you and your child.