



children's therapy connection

Connecting Kids with Their Potential™

No-Show Appointment Policy

At Children's Therapy Connection, Inc. (CTC), we trust you share our belief that therapy is medically necessary and receiving the prescribed therapy is crucial to a successful outcome for your child. We understand there will be times when your child is sick or other unavoidable events will prevent you from keeping your regularly scheduled therapy appointment. If this occurs, we ask that you contact your therapist as soon as possible so they have the opportunity to reschedule the missed appointment and fill your child's time slot with another appointment. Our therapists will do whatever they can to be available to your child and accommodate your family's schedule when making appointments. It is expected, in turn, that you will schedule appointments in good faith and facilitate adequate time in your schedule to keep your child's therapy a priority.

A no-show appointment is defined as a missed appointment on the part of the family for which neither good cause nor 24-hour notice was given. A no-show appointment policy is necessary for CTC to be able to offer your child with the most qualified professionals available to provide the therapeutic services they deserve. The Indiana Family and Social Services Administration, Bureau of Child Development Services does not permit us to bill for services that do not occur. Therefore, we are unable to pay our therapist if services do not occur. In order to continue to provide you with quality therapists, we need to guarantee them a consistent caseload.

With these reasons in mind, CTC has implemented the following no-show appointment policy:

- After a first no-show appointment, your therapist will leave notification at the therapy site (if possible) and notify your service coordinator. Your therapist will not return to see your child until they confirm the next appointment date, time, and location with you. In addition, your therapist may choose to confirm subsequent appointments for your child prior to coming to see him/her.
- After a second no-show appointment, your therapist will leave notification at the therapy site (if possible) and will notify your service coordinator as well as the CTC office. At this time, your therapist will request a discussion with your family to determine the cause of the no-shows and establish an action plan to prevent future no-shows before any additional appointments can be scheduled.
- In the event additional no-show appointments occur, your therapist will leave notification at the therapy site (if possible) and notify your service coordinator as well as the CTC office. At this time, you will be required to discuss the issue with your service coordinator and/or the CTC office staff to determine if therapy should continue. CTC reserves the right to terminate services after three or more no-shows at our discretion.

We hope that you understand the need to implement this policy. Our therapist will work with your family to ensure your child receives the therapy they need. Thank you for allowing us the opportunity to connect your child with their potential!

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