



Checklist for Occupational Therapy

- ___ Completed Intake Paperwork
- ___ Previous OT/PT Information
- ___ Allergy Notification
- ___ Current school patient attends _____
- ___ Current copy of IEP for patients 3 years and older
- ___ Check here if patient does not have an IEP
- ___ Copy of Insurance/Medicaid Card



_____ is scheduled for
a(n) _____ OT/PT/Speech Evaluation on _____
at _____ with _____.

DIRECTIONS TO OUR CLINICS

Please print, complete fully, and bring this new patient packet with you to the evaluation.
Please bring your child's insurance and/or Medicaid card with you.
Please bring a copy of your child's IEP, if applicable.

*****Please bring any past evaluations your child may have.*****

PLEASE FOLLOW THE DIRECTIONS BELOW! (MapQuest and GPS are not always accurate in locating our offices!)

MOORESVILLE, NC LOCATION

From Charlotte: Take I-77 North to exit 36. At top of ramp, turn right onto Hwy. 150 East.

From Statesville: Take I-77 South to exit 36. At top of ramp, turn left onto Hwy. 150 East.

You will go past the Walmart on the right, and Belk and Kohl's on the left.

At next traffic light, turn left onto Corporate Center Dr. (by Zaxby's).

At stop sign, go straight onto Upper Crest into Talbert Pointe Business Park.

At stop sign turn left onto Overhill Drive (by AcroFitness).

Turn right onto Infield Court. We are located at the bottom of the cul de sac

134 Infield Court Mooresville, NC 28117

CHARLOTTE, NC LOCATION

2520 Whitehall Park Drive Suite 350

Charlotte, NC 28273

SALISBURY, NC LOCATION

Our office is adjoined to/in the same building as Salisbury Pediatrics.

129 Woodson Street Salisbury, NC 28144

**Please see the next page for more details about this location.

IMPORTANT: ALL PAPERWORK MUST BE COMPLETED BEFORE YOUR CHILD'S EVALUATION!

704-799-6824 Fax: 704-799-6825 www.pediatricadvancedtherapy.com

SALISBURY LOCATION

DETAILS

Please enter through the
main lobby door
at Salisbury Pediatrics and wait
in the far left lobby (near the
pharmacy) for your therapist to come
out and greet you.
You do not need to check in with the
Salisbury Pediatrics staff.

****Please do not enter through
the side door as treatment
may be in session.**



INSURANCE PAYMENT ESTIMATES:

The benefits quoted to us by your insurance are as follows*:

You are financially responsible for:

\$_____ Individual Deductible

\$_____ Family Deductible

****The evaluation will cost approximately \$_____. If you have NOT yet met your deductible (either individual or family), treatment sessions will approximately be \$_____ until the deductible is met. Once met, each visit should be about \$_____ per session.****

Self-pay rates (if not filing to insurance): \$95.00 for evaluation and \$80.00 per treatment session.

\$_____ Co-pay

_____ % Co-insurance

\$0 due because your child has Medicaid

Your plan is limited to ___visits per _____year_____.

No visit limit.

Other:

Payment is expected at the time of service.

We accept cash, check, discover, visa or mastercard.

Notice of Privacy Practices is on the back side of this sheet for your records.

* This information was given to us by your insurance company. You should also call your insurance company to verify your benefits. Discrepancies should be taken up with your insurance company, not PAT. These are just estimates and until we receive the Explanation of Benefits from your insurance company, we are unable to predict exact payments.

IMPORTANT: ALL PAPERWORK MUST BE COMPLETED BEFORE YOUR CHILD'S EVALUATION!



Dear Parent(s) or Guardian(s),

Pediatric Advanced Therapy is committed to providing you and your family with the best possible care. Please understand that our office policies are in place to ensure that we are able to continue to provide excellent care to all of our patients. Your understanding of these policies is a vital piece to your child's progress in treatment, and we invite you to ask if you have any questions at any time.

As a courtesy for our patients' families, we will call your insurance carrier before treatment begins to verify coverage and benefits. The information we obtain is not a guarantee of payment; your insurance will process the claims based on your specific policy, medical necessity, and any exclusions or limitations attached to your plan. It is important that you understand that you will be responsible for any charges not covered by your insurance plan including—but not limited to—deductible, co-insurance, and co-payments. In addition, many insurance plans have a maximum number of therapy visits covered per year, with anything in addition being the responsibility of the patient. We do have a reduced, self-pay rate that we will apply if/when this occurs.

I have read and understand the financial policy for Pediatric Advanced Therapy, and agree to be responsible for any charges accrued on my account. I agree to keep my account current by either paying at the time of service or within 30 days of invoice. I understand that a member of the office staff will always be available to answer any questions I may have regarding my account.

Attached you will find the information we received from your insurance company, with a quote of expected benefits and patient out-of-pocket portions.

Printed Name

Signature

Date

IMPORTANT!

**Please arrive 15 minutes
before your scheduled
appointment.**

**ALL paperwork must be
completed prior to your
appointment and turned in
at the window upon arrival.**

What to Expect During the Evaluation

- Please arrive 15 minutes before your scheduled appointment with all of your paperwork completed.
- Our front office staff will discuss your insurance with you upon arrival if it has not already been discussed over the phone.
- Your evaluating therapist will review your paperwork and come greet you in the lobby.

During the evaluation:

- Parents are welcomed to come back into the treatment rooms during the evaluation to speak with the evaluating therapist.
- Please share your concerns for your child, medical and developmental history as well as challenges that occur within your daily routine. It is helpful to know how they do in a variety of settings as well, not just at home with you, i.e. school, play dates etc.
- Please share any precautions or limitations your child may have with regard to physical movement, environmental or food allergies.
- The evaluating therapist will complete structured and unstructured clinical observations of your child's movement patterns, sensory processing and age appropriate skills.
- The evaluating therapist will most often provide questionnaires for you to complete during your time and at this point may ask you to fill these out in the lobby while they complete additional standardized testing in a small room at a table (where appropriate). Parents are always welcome to stay for the duration if they prefer and with younger children and infants, that is typical.
- At the end of the evaluation, your therapist will share with you deficits that have been noted and decide whether or not your child requires skilled therapy intervention.
- If therapy is required, it is best to discuss days and times with the office staff before you leave so that they can begin working to find you an appointment time.
- Before you leave, you will receive educational handouts about what to expect from treatment as well as basic information regarding your child's specific difficulties.
- Your therapist will compile test scores and a written report with treatment goals.
- You can expect a report to be mailed to you within 2 weeks or sometimes it will be given to you at your next appointment.

If you have any questions, please feel free to call and ask prior to your appointment, or you can ask the evaluating therapist or office staff upon arrival. We look forward to working with you and your child to help them reach their full potential!

Sincerely,
The PAT Staff

Date: _____

NEW CLIENT INFORMATION

Referred by: _____

Welcome to Pediatric Advanced Therapy (formerly Integrative Therapy Concepts)

We look forward to working with your child. Please provide us with the following information:

Client's Name: _____

First

M

Last

Client prefers to be called: _____ Date of birth: ____/____/____

Parents' names(s): _____

Home phone: _____ Cell phone: _____ Work phone: _____

Email address: _____

Home address: (if using a PO Box, you must also list a physical address) _____

City: _____ State: _____ Zip Code: _____

Patient's School Name & Current Grade: _____

Emergency contact: _____ Phone#: _____

Relationship to client: _____

Pediatric Physician & Practice: _____ Phone#: _____

ACKNOWLEDGEMENT and ASSUMPTION of RISK

I acknowledge and agree to have my child (or the child under my care), receive occupational therapy services from Pediatric Advanced Therapy. I acknowledge that there is some risk inherent in the use of the therapy equipment and I agree to assume such risk and indemnify and hold Pediatric Advanced Therapy and its staff, harmless from any and all losses and claims for any injuries or other damages occurring to myself, my child or our belonging.

MEDICAL TREATMENT RELEASE:

In the event of an emergency situation at Pediatric Advanced Therapy, I give the staff of PAT my permission to initiate emergency medical services for the child listed above if I am not present during the emergency. My hospital preference is _____, however I acknowledge that Pediatric Advanced Therapy will not be held responsible for hospital or EMS providers designated.

Please note: If your child has any of the following conditions it is mandatory that you remain on the premises during his or her therapy session. These conditions include: Seizures, severe allergies, significant behavioral issues, and any condition that requires medicine to be controlled. This is for the safety of your child and the protection of our staff.

(1) PRIMARY INSURANCE COMPANY: _____ Phone #: _____

ID# _____ Group #: _____

Policy Holder: _____ Date of birth: ____/____/____ Employer: _____

(2) SECONDARY INSURANCE COMPANY: _____ Phone #: _____

ID# _____ Group #: _____

Policy Holder: _____ Date of birth: ____/____/____ Employer: _____

ASSIGNMENT OF INSURANCE TO PEDIATRIC ADVANCED THERAPY:

I authorize direct payment of medical benefits to Pediatric Advanced Therapy. The benefits referred to herein would be payable to me (policy holder) if I did not make assignment and include Major Medical Insurance. **I understand that I am personally responsible to Pediatric Advanced Therapy for any and all payments not covered by the insurance companies, such as co-payments, co-insurance, deductibles and denied services. All payments are due at the time of service.**

The attending therapist is authorized to release any medical information required in the administering of applications for financial coverage for service required. He/she may also send the results of the evaluation and recommendations to my referring physician for coordination and continuity of care. I have carefully completed this form and to the best of my knowledge it does not contain any false, incomplete or misleading information.

Signature: _____ Date: _____

PLEASE COMPLETE THE BACK SIDE/NEXT PAGE!

POLICIES & PROCEDURES

2/4/2015

Revised

The privacy of your medical information is important to us. We understand that your medical information is personal and we are committed to protecting it. We create a record of the services you receive at Pediatric Advanced Therapy. We are required by law to inform you of the "class of persons" who will have access to your medical information in order to carry out their job duties. This would include our therapy staff, administrative & billing staff and management. We may use and disclose your medical information for the purpose of treatment, payment and health care operation activities.

All evaluations usually last for one hour. It is the responsibility of the parent/guardian to bring all pertinent information to the evaluation. This includes your completed paperwork, insurance card, Medicaid card, and any medical history and/or past evaluations your child has received. You will need to be present for the first 20 minutes of the evaluation so that the therapist can ask you some questions. The remainder of the evaluation time will include clinical observation and in most cases, standardized testing. For liability reasons, we can only allow the children who are being treated into the gym and therapy rooms. **Siblings MUST stay in the lobby, NO EXCEPTIONS.**

Occupational and Physical Therapy sessions last for 50 minutes. Following the session is a 10 minute window to discuss your child's therapy with the therapist. It is mandatory that you are in the lobby during this 10 minute time frame. Please have your child use the restroom prior to the treatment session. Speech Therapy evaluations last for one hour and treatment sessions are 30 minutes.

If you leave the clinic while your child is in session, you **MUST** leave a phone number where you can be reached. You must return to the clinic before your child's session ends. This allows time for the therapist to speak with you regarding your child's treatment and progress, and also keeps the next client's session on schedule. **Please note: If your child has any of the following conditions it is mandatory that you remain on the premises during his or her therapy session. These conditions include: Seizures, severe allergies, significant behavioral issues, and any condition that requires medicine to be controlled. This is for the safety of your child and the protection of our staff.** If you arrive late for your session, your appointment will still end at the original end time.

Please try to give 24 hour notice when cancelling an appointment. (Occasional last minute emergencies are understood.) If you call after hours, please leave a message on our answering machine. Frequently cancelled appointments (3 within a 6 week period) will be basis for removal from our permanent schedule. When we establish a treatment plan for your child, we base our goals on the child having consistency. If your child misses appointments, they will not meet their goals as quickly, and your child will have to be enrolled in therapy for a longer period of time. The success of our treatment sessions depends on consistency. Medicaid and insurance companies require us to report attendance and show progress towards goals. In the event that you do have to cancel, we strongly encourage you to schedule a make-up appointment, even if it is with another therapist. It is often beneficial for your child when another therapist treats him or her because it gives the regular attending therapist another opinion or ideas for your child. Our staff is always in close communication with each other.

In the event that the therapist needs to cancel, we will reschedule your child with another therapist for continuity of treatment.

Failure to cancel or to appear for an appointment is considered a "NO SHOW." We will charge a \$25.00 fee for "NO SHOW" appointments. After 3 "NO SHOW" appointments or late cancellations your appointment spot will be terminated. Please see our attached cancellation policy for further details.

At Pediatric Advanced Therapy, we will file with your insurance company as a courtesy. It is important for you to understand that when we contact your insurance company to verify benefits, they are only providing us with a quote. You should also call your insurance company to verify your benefits and check your benefits in your plan booklet. Many insurance plans have a limited number of visits for outpatient therapies. It is your responsibility to keep track of the number of visits your child has used. **Verification of coverage is NOT a guarantee of payment. Benefits and payment will be determined by your insurance company once the claims are received.** Any payments not covered by insurance or Medicaid will be the sole responsibility of the parent/guardian.

All payments are due at the time of service. We are required under contractual agreements with insurance companies to collect co-payments at the time of service. If you have a deductible that has not been met you should be prepared to pay the full allowable amount at each visit until your deductible is met. (For example, if you have a \$500 deductible, this means that your insurance company will not pay any money towards your medical expenses until YOU, the member, have spent \$500 of your own money towards medical expenses.)

- ⇒ **I understand that I MUST return 10 minutes before my child's session ends.** _____ (please initial here)
- ⇒ **I understand that I will be billed for "NO SHOW" and late cancellation appointments.** _____ (please initial here)
- ⇒ **I agree to the payment terms listed above.** _____ (please initial here)

I have read the Policies & Procedures listed above and have received a Notice of Privacy Practices from Pediatric Advanced Therapy.

Signature of parent/guardian: _____ Date: _____

BACKGROUND INFORMATION and OCCUPATIONAL HISTORY

(This form is intended to be completed by the child's parents or primary caregivers)

FAMILY INFORMATION

Child's Name: _____ Today's Date: _____

Birth date: _____ Age: _____ years _____ months Home Phone: _____

Address: _____

County: _____ Email Address: _____

Mother's Name: _____ Age: _____ Occupation: _____

Office/Cell Phone: _____

Father's Name: _____ Age: _____ Occupation: _____

Office/Cell Phone: _____

Other: Caregivers/Foster parents: _____ Cell Phone: _____

Child resides with: _____

REFERRING INFORMATION

Who **referred** this child for an evaluation? _____

Reason for referral: _____

When did you first have those **concerns**? _____

What do you see as your child's **strengths**? _____

In one sentence, how would you **describe your child**? _____

List all **concerns** that you may have: _____

List concerns that arise out of your child's daily routine: (Including morning routine, school, eating, sleeping, dressing) _____

What are our primary **goals** regarding therapy? _____

Did your child receive Occupational Therapy services in the past: (Yes/No) _____

At what age? _____ Duration: _____

SCHOOL HISTORY

Hand preference: _____ Current school placement: _____

Present grade: _____ Have any grades been repeated? _____

Is your child in the EC program or receiving any support services? (specify) _____

What does the teacher say about your child? _____

Does your child receive any therapy at school? (i.e. Speech Therapy, Occupational Therapy, Physical Therapy)

MEDICAL HISTORY

Any difficulties or illnesses during pregnancy? (specify) _____

Length of pregnancy: _____

Birth was: Normal [] Caesarian [] Breech [] Twins or more []

Birth weight: _____ Did baby require assistance in starting to breathe? Yes [] No []

Remarks: _____

Were there any complications/problems in early infancy? Yes [] No [] (please specify)

Were there any feeding difficulties in early infancy? Yes [] No [] (please specify)

Does your child have a diagnosis? _____

Diagnosed by whom? _____ Date: _____

Does your child have now or in the past had significant health problems?

Surgery? Explain _____ Hospitalization? Explain _____

Respiratory, Lung, or Bronchial difficulties? _____ Cardiac Problems? _____

Seizures? (when and how often) _____

Allergies? _____

Emergency plans? (i.e. Epipen) _____

Ear Infections? _____

Is your child currently on any medications? Yes [] No []

If yes, please give a list and state reasons) _____

Previously tried medications: _____

Physical limitations/precautions to be aware of: _____

Does your child use any specialized equipment? (Explain) _____

INTERVENTION HISTORY

Has your child had a hearing evaluation? Yes [] No []

By whom: _____ Date: _____

Has your child had a vision evaluation? Yes [] No []

By whom: _____ Date: _____

Has your child had a psychological evaluation? Yes [] No []

By whom: _____ Date: _____

Has your child had a neurological evaluation? Yes [] No []

By whom: _____ Date: _____

Others (please specify) _____

DEVELOPMENTAL HISTORY

Children sometimes act or appear younger than their chronological age. What age do you think best describes your child and why? _____

Developmental Milestones:

Sitting: _____ months Crawling: _____ months Walking: _____ months
Babbling: _____ months 1st word: _____ months Combining words: _____ months

Self-Help: (Circle yes/no)

Dressing

Put on shirt independently Y/N
Button independently Y/N
Zips independently Y/N
Ties shoes Y/N
Snaps independently Y/N
Dress self independently Y/N

Grooming

Bathing independently Y/N
Combing hair Y/N
Toilet trained Bowel Y/N
 Bladder Y/N
Toileting independently Y/N

Hand Function

Reaching for objects Y/N
Finger Feeding Y/N
Using Knife for cutting Y/N
Eating with spoon Y/N
Drawing a circle Y/N
Cutting with scissors Y/N

Does your child have difficulty learning new motor skills? _____

How does your child communicate? _____

Daily Routines:

How well does your child do the following? (Circle yes/no) Explain if needed.

Sleeping: *Wake up during the night: yes/no* _____
 Difficulty falling asleep: yes/no _____
 Does your child have a difficult time to wake up in the morning: yes/no _____
 Sleep in own bed: yes/no _____
 Take naps during the day: yes/no _____

Describe your child's bedtime routine: _____

Eating: *Picky eater: yes/no*
 Avoid certain textures: yes/no
 Gags at/on foods or utensils: yes/no
 Avoids food that requires lots of chew: yes/no

Explain: _____

Toileting: *Independent with toileting: yes/no*
 Following toilet training routine: yes/no

Explain: _____

Playing: *Difficulty playing alone: yes/no*
 Duration of play: 1-2 min ___ 5-10 min ___ more ___

Difficulty with pretend play: yes/no

Difficulty using playground equipment: yes/no

Does your child avoid certain types of toys (i.e. textured toys): yes/no

Does your child avoid any messy play (i.e. sand, paint, glue, etc): yes/no

Difficulty playing with other children: yes/no Explain: _____

Explain: _____

Behavior:

Does your child exhibit tantrums: yes/no Frequency: ____ times/day or ____ times/week

What triggers the tantrums? _____

Duration of tantrum: _____

What strategies do you use to calm your child during a tantrum? _____

What do you do that works the best to obtain cooperation from your child? _____

Family Impact Questionnaire

Name of Child receiving services _____ Age: _____
 Diagnosis (if applicable) _____ Date: _____
 Number of years child has received therapy services: _____ Overall: _____
 Programs in which your child has participated (circle all that apply):
 OT PT Speech Early Intervention Special Education Other: _____
 Person completing the questionnaire: _____
 Relationship to child: mother father _ other (specify) _____

Please answer the following questions in relation to how things are going for your child and family now. Think about the last month or so (rather than the entire last year or just the last day or two). If your child has been sick, or has experienced some unusual event (i.e. the loss of a long time caregiver) try to answer the questions in terms of how things were going just before the event.

1. Does your child:

	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	NOT APPLICABLE
a. play with friends?						
b. make and keep friends?						
c. relate to being part of the family?						
d. interact and play with siblings?						
e. interact with parents and significant adults?						
f. communicate needs, wants, and interests effectively?						
g. "fit in" with peers?						

2. How often do the following daily household routines run smoothly for your child and family?

	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	NOT APPLICABLE
a. getting ready to go somewhere						
b. leaving the house in the morning						
c. meal preparation and cleanup						
d. mealtimes						
e. getting ready for and going to bed						
f. bathing and grooming activities						

3. How often do the following experiences go smoothly for your child and family?

	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	NOT APPLICABLE
a. running errands						
b. leaving to go out on overnight trips						
c. shopping trips for groceries or clothes						
d. dining out						
e. birthday parties						
f. recreational activities such as bike riding or ball games						
g. family outings such as going to the park, museum, or the movies						
h. family						

gatherings (i.e. holidays, weddings, birthdays, etc)						
i. vacations						
j. spontaneous outings						
k. following through with plans (i.e. not having to cancel at the last minute)						
l. taking your child with you rather than leaving him or her at home						

4. Considering your child's special needs, is your family able to:

	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER	NOT APPLICABLE
a. find and keep a babysitter?						
b. socialize with extended family?						
c. socialize with friends?						
d. stay involved with the community?						
e. participate in the neighborhood?						

Comments: (Please include any areas that you think are significant for your family.)

_____ Describe a typical day for your child from waking till bedtime including whether it is different from your child to get to sleep at night and stay asleep. _____



Child's Name: _____

Today's date: _____

Form completed by: _____

Relationship to child: _____

SENSORY PROCESSING SCREENING CHECKLIST

This checklist was designed to be a quick screening tool for sensory processing deficits. Please indicate if your child always responds or greater than 50% of the time responds. If several items are checked throughout many categories or most items are checked in one category, sensory processing deficits may be present.

Tactile Processing (sense of touch)

- bothered by clothing tags/textures
- refuses to wear shoes/socks
- avoids messy play (glue,paint)
- refuses to play in sand at beach
- hates haircuts, nail trim, tooth brush
- reacts neg. to touch/pulls away
- unaware of pain or temp.
- prefers to touch vs be touched
- withdraws from splashing water
- revs up after bath
- rubs/scratches where touched
- mouths clothing/objects
- overly fidgets/tugs at clothing
- does not like hands dirty

Auditory Processing (hearing)

- covers ears at loud noises
- upset with vacuum, hairdryer,toilet
- difficulty following directions
- appears to ignore name called
- unaware speaks too loudly
- distracted by background noises
- notices noises usually tuned out
- difficulty eating in noisy places
- slow to respond to verbal cues
- escapes from noisy places

Visual Processing (vision)

- poor eye contact
- likes to stare at shiny/spinning things
- prefers dark/ avoids bright sunlight
- turns whole body to look at you
- squints/covers eyes in sunlight
- covers/closes one eye when writing
- prefers fast paced tv shows
- misinterprets facial expressions
- illegible writing
- difficulty copying from the board

ADL/Play skills

- difficulty completing grooming or dressing in reasonable time/skill
- difficulty using eating utensils
- unable to manage clothing fasteners

- difficulty following or copying gestures
- does not prefer or play with age appropriate toys

Proprioception (position sense)

- overly rough in play
- seems to enjoy crashing
- jumps from unsafe hts./jumps a lot
- holds pencil too hard
- appears clumsy/ poor coordination
- moves stiffly
- slouches at desk or table
- fatigues quickly
- prefers sedentary play
- bumps into others/pushes others
- uses too much force to throw or kick

Vestibular (movement sense)

- on the go/trouble sitting still at table
- twirls self during the day; fidgets
- does not appear to get dizzy
- afraid of heights
- seeks out swinging or climbing more than typical
- poor safety awareness/ use of caution
- avoids movement on playground
- fearful with head tipped back during bath or diaper change
- afraid of elevators or escalators
- leans on others for support when sitting or standing
- moves slowly on uneven surfaces
- loses balance easily
- becomes overly excited w/movement

Oral Processing (taste)

- picky eater (refuses food due to temp or texture)
- gags at/on foods or utensils
- hates tooth brushing
- bites/chews on nonfood items
- avoids foods that require lots of chew
- craves certain foods/textures

Olfactory (sense of smell)

- smells everything
- bothered by smells other do not notice
- refuses food based on smell

Behavior

- difficulty with transitions/ changes in routine
- poor frustration tolerance
- impulsive; poor self control
- overly emotional or sensitive
- frequent tantrums/meltdowns
- unable to calm self after tantrum
- difficulty sleeping thru the night
- difficulty getting started with tasks

Social Skills

- difficulty making or maintaining friendships
- unable to interpret social cues
- does not understand age appropriate jokes
- unable to sympathize with others
- easily upset by criticism
- tries to control others/bossy
- does not share easily/take turns
- does not respect personal space of others



Cancellation Policy

Please note that we have updated our cancellation policy effective 7/13/15.

Pediatric Advanced Therapy aims to provide the highest quality of care to all patients. In the interest of all of our patients, we are implementing a 24 hour cancellation policy effective July 13th. All cancellations require 24 hour notice to avoid a cancellation fee. By implementing this policy, we will have the ability to replace cancelled appointments with patients in need and provide the best care for our collective patients.

Our policy is as follows:

1. Patients that cancel with more than 24 hour notice will not be subject to a cancellation fee. If a patient cancels more than 3 times in a 10 week period, they are subject to being removed from the permanent schedule.
2. Any patient that no shows for an appointment without a prior call will immediately be subject to a \$25 cancellation fee.
3. Any patient cancelling with less than 24 hour notice will be allowed 2 "free passes" per 12 month period. We understand that emergencies and illnesses do happen. After 2 free passes, any cancellation with less than 24 hour notice will be subject to a \$25 cancellation fee.

If a patient schedules and attends a make-up session within the week of (or the week following) the cancellation, the cancellation fee or free pass usage will be waived.

If you have questions or would like to discuss your scheduling needs, please call 704-799-6824.