



ATTENDANCE POLICY

Missed Sessions/Cancellations

We request that you notify us at least 24 hours prior to your appointment if you need to cancel or reschedule. Failure to call or be present for an appointment is considered a missed appointment. Uplift Speech Therapy Services will charge the patient or responsible parent/guardian the rate of a normal visit for all missed appointments. Please note that insurance providers do **not** reimburse for missed appointment charges. If you/your child misses 3 or more therapy sessions within a two month period, Uplift Speech Therapy Services reserves the right to place you/your child's services on hold until scheduling conflicts are resolved. A consistent schedule is the foundation for helping a patient make progress in therapy. Please help us serve you better by keeping scheduled appointments or calling at least 24 hours prior to reschedule.

Illness Policy

If you/your child has a fever, a persistent cough, or a runny nose, please call and cancel your appointment. Due to the proximity of the therapist to the patient, it is easy for viruses to spread. Therapist work with many individuals throughout the course of a week and cannot afford to spread viruses or be out sick frequently. The patient receiving services must be at least 24 hours fever and contagion free in order for services to be rendered. As a general rule of thumb, if you/your child present with the above mentioned symptoms they are most likely contagious. We appreciate your understanding and will be more than willing to reschedule your appointment.

Inclement Weather Policy

As our therapists may be traveling to your home to provide services, Uplift Speech Therapy Services, reserves the right to cancel in the event of inclement weather. Your therapist will notify you in the event of inclement weather and need to cancel. If you are receiving services in the office and feel the roads are unsafe you may cancel as well.