

2026 ATTENDANCE + CANCELLATION POLICY

Thank you for choosing A to Z Pediatric Therapy/ABA to Z, LLC. We want to provide the best possible services to each of our patients. We will do our best to schedule appointments that meet your scheduling needs. Regular attendance is important to your/your child's success as well as for proving medical necessity. We ask that you follow the attendance policies outlined below:

- Cancellations:** Please call, email, or text us at least 24 hours in advance of your scheduled appointment time to cancel your appointment. As part of your financial responsibility, A to Z Pediatric Therapy/ABA to Z, LLC, reserves the right to charge a fee of \$75.00 per each 25 minute session for any appointment that is not kept or not canceled by giving **24 hours** advance notice. **If you fail to follow these policies, you will be subject to a fee. Insurance and/or Medicaid will not cover this fee.**
- Missed Appointments:** Consistent attendance is vital to the success of your child's therapy program. We reserve the right to put your services on hold or have services denied moving forward for frequently missed sessions. Any missed appointment without adequate notification of 24 hours advanced notice is subject to a fee.
- Late for Appointments/Late Pick-ups:** If you are more than 10 minutes late for your appointment start time, we reserve the right to cancel the appointment and consider it a missed appointment (see policy for missed appointments above). We reserve the right to consider this appointment as a late cancellation and charge a fee of \$75.00 for each 25 minute speech/OT session. We reserve the right to put your services on hold or have services denied moving forward for frequent late arrival to sessions.
If a caregiver is late for appointment pick-up time, we reserve the right to charge a fee. If a caregiver is 5 to 10 minutes late there will be a \$50.00 fee. Each additional 5 minutes late will be an additional fee of \$25.00 each.
A to Z Pediatric Therapy is a provider of medical services and thus is not to be treated as a childcare facility. Therefore, it is strongly suggested that caregivers stay on site for Speech and Occupational Therapy services.
- Clinician Cancellations:** If your therapist is not able to attend your appointment, you will be contacted as soon as possible. Please make sure that our office has up to date contact information for any caregiver (including parents, grandparents, nannies, etc.). Every effort will be made to reschedule your appointment in a timely manner. If your child receives multiple services and one service is canceled by A to Z, a late cancellation penalty will apply if you choose to cancel the other services on the same day.
- General Sick Policy:** It is the responsibility of a child's caregiver(s) to check for a fever or other signs of illness before entering the clinic. Please report illnesses in a timely manner. Anything that would be considered highly contagious (rash, stomach bug, flu, Covid, etc.) will require a child to stay home. However, typical cold and allergy symptoms do not automatically preclude a child from receiving therapy at A to Z/ABA to Z. We would ask that you please email, call or text the office to inform us of health concerns involving your child prior to your session.

I agree to adhere to the attendance and cancellation policies outlined above.

Parent/Caregiver Name

Patient Name

Parent/Caregiver Signature

Date