



ATTENDANCE, CANCELLATIONS & MAKE-UP SESSION POLICY

The Pediatric Learning Center, Inc. will implement the following policies regarding cancellations, make-up sessions, and no shows for in-person and telehealth services. The provider is responsible for scheduling services with the family.

ATTENDANCE

Your child's appointment time is specifically reserved for your child. Your child's therapist and/or teacher have worked with you to select the day and time of the appointment. Consistent attendance and participation are important for your child's development, acquisition, and carry-over of skills. Our team is available for you and your child at their scheduled time. Please make every effort to attend your scheduled sessions.

We know unexpected illnesses and emergencies occur, but we do expect your child to attend at least 75% of their scheduled sessions each month. If it appears that a scheduled time is not convenient for the family, every effort will be made to find another day or time that fits into everyone's schedule. However, please understand that our therapists have full caseloads and are balancing several schedule requests at once. A cancellation, or No Show leaves a hole in the schedule that could have been filled by another family. As such, we require 24 hours' notice for any cancellations or changes to your child's appointment. Extenuating circumstances will be taken into consideration. Please speak with your child's therapist about scheduling a make-up session.

We understand there may be situations that make it necessary for your child to miss a session, such as illness, family emergencies, or medical appointments. Most other situations, such as cold/hot weather, or a play date are not appropriate reasons for cancelling a scheduled treatment session. This policy is necessary to ensure (1) that children are fully benefitting from the services provided, and (2) that much desired treatment spots are not wasted by repeated absences while another child waits for services.

RESCHEDULING A SESSION

Please contact your child's therapist directly to reschedule a session. If you are unable to reach your child's therapist, please call our office to reschedule your appointment (901) 290-8558. **For patients with TEIS, sessions must be rescheduled within the same week as the cancellation. All other payers may reschedule within two (2) weeks.**

TELEHEALTH

Telehealth is defined as the application of telecommunication technology to deliver professional services at a distance by linking clinician to client, or clinician to clinician, for assessment, intervention, and/or consultation. This means that we are able to provide therapy services through digital meetings. The therapist, caregiver, and child will join a computer-based session at the designated therapy time and will work on the same materials as in the office. We term this "teletherapy." It is important to know that this service delivery model has been used in practices across the country for many years. Teletherapy may be used when an in-person session is not possible due to illness of a family member, caregiver, or sibling; inclement weather; etc.



MAKE-UP SESSIONS

- If an in-person or telehealth session is cancelled by the family due to illness, doctor's appointments, family vacation, or any medical reasons, it is the families' responsibility to notify the therapist/teacher as soon as possible. These are excused absences and make-up sessions will be offered as the therapist's schedule allows. Exception is provided if your child should become ill the morning of the scheduled appointment, or a family emergency.
- If a telehealth session is cancelled by the family or provider due to technical difficulties, a make-up session will be offered during that same week. After the first cancelled session, the provider will contact our telehealth provider in an attempt to resolve technical difficulties. Prior to the next scheduled session, the provider will contact the family at least 10 minutes ahead of the scheduled appointment time to assist with any unresolved technical issues.
- If a telehealth or in-person session is cancelled by the therapist/teacher, a make-up session will be offered as the provider's schedule allows.
- **If less than two hours' notice is provided by the family, the session will be considered a "No Show" (see below).**

NO SHOWS

- For telehealth sessions: If the provider joins the session at the scheduled time, and the family does not join the session within 10 minutes from the start of the session, the provider will contact you. If you are able to join the session, you may be able to have a shorter session that day. If you are not able to join, and no notification was provided— then that session will be considered a "No Show."
- For in-person sessions: If the provider is waiting for your child to arrive for the session, they will wait 10 minutes before contacting you. If you are on your way, you may still be able to have a session that day, but at a shorter time (e.g. 30 minutes). If you have forgotten about the session and will not be able to make it, that is considered a "No Show."
- After two "No Shows" within a one-month period, the Executive Director will be notified, and the provider will consult with the family to determine if another time or service delivery method (e.g. telehealth, clinic visit, etc) would be better suited for their family. A letter will be sent to the family with a reminder of our Attendance Policy and if you are receiving services with TEIS, your child's Service Coordinator will be notified.
- After three (3) "No Shows," services with the Pediatric Learning Center, Inc. will discontinue. A formal letter of Discharge will be sent to your home. If you are receiving services with TEIS, your child's Service Coordinator will be notified.

HOLIDAYS

If the scheduled in-person or telehealth session falls on a holiday, the session will be cancelled.

Updated: February 19, 2023