

ATTENDANCE POLICIES

Fluens Children's Therapy strives to ensure your child receives the services that best fit his/her needs and that progress is being made in therapy. Adhering to your child's treatment plan with consistent attendance is not just a policy; it's a crucial step toward achieving the discussed treatment goals. Frequent absences or missed appointments can significantly impact the success of therapy. Therefore, Fluens has the following policies regarding attendance:

**All stated policies apply to both in-person and online (virtual) therapy sessions.*

Please call us at (931) 982-6092 by 4:00 p.m. on the day prior to your scheduled appointment to notify us of any changes or cancellations. It is your responsibility, when you call in, to have an alternative time in mind that will ensure your child gets the total prescribed number of treatments that week whenever possible. If prior notification is not given, you will be charged \$45 for the missed appointment. Initials: _____

If a patient arrives more than 15 minutes past their scheduled appointment time, we will have to reschedule, and the \$45 missed appointment fee will apply. Initials: _____

Any patient that cancels more than 2 appointments in an 8-week period without rescheduling the session will be removed from the recurring schedule and will be moved to Flex Scheduling. Should additional appointments be consistently missed, Fluens will no longer be able to offer therapy services. Initials: _____

When you don't show up as scheduled, three people are hurt: Your child because he/she doesn't get the prescribed treatment, the therapist who now has a space in their schedule because the time was reserved for your child personally; and another patient who could have been scheduled for treatment had proper notice been given. Initials: _____

As a courtesy, Fluens will hold scheduled recurring appointment times for up to two weeks with advanced notice to accommodate vacations, family emergencies, etc. Make-up sessions should be scheduled for these situations as well; again, it is your responsibility, when you call in, to have an alternative time in mind that will ensure your child gets the total prescribed number of treatments. Everything that can be done to adhere to the prescribed frequency is of the utmost importance. Initials: _____

It is the responsibility of the client and the therapist to be respectful of health concerns. Clients who are sick should not be seen for therapy and therapists who are sick will not provide services to avoid spreading illness. If your child shows symptoms of illness on the day of an appointment or has exhibited vomiting and/or fever within the

last 24 hours, please contact our office as soon as possible. Should the therapist become ill, you will be contacted to reschedule the appointment. Initials: _____

If your therapist is out and/or make-up appointments are scheduled, your child may see a therapist other than the one who typically treats them. Our therapists are all experienced professionals who will be well-prepared for your child's session, so you will always be in good hands. Your child will return to their recurring therapist at their next regularly scheduled session. Initials: _____

Your child's progress will likely ebb and flow throughout treatment. When your child is making quick progress, it can seem like a good time to scale back on therapy, and when your child is in a period of slower progression, it can seem like missing an appointment or two doesn't have a significant impact, but neither of these mindsets is correct. A fluctuation in progress is expected, and moving away from the prescribed treatment plan will negatively impact the overall progress and treatment timeline. Initials: _____

Thank you for your commitment to your child's therapy. We look forward to working with you!

Child's Name

Parent/Guardian's Signature

Date