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AAC • Consultation • Diagnostics • Therapy

Cancellation Policy

It is understandable that children and families get sick and emergencies happen; however, due to an abundance of missed/late cancelled appointments, the following is our new cancellation policy:

- You must call 24 hours prior to your appointment to cancel, with the exceptions of unexpected illnesses, in which case you need to call ASAP.
- Your first missed appointment (no call or no show) you will receive a courtesy call reminding you of your next appointment.
- The second missed appointment (no call or no show) you will receive a letter in the mail outlining the policy and stating you missed another appointment.
- The third missed appointment (no call or no show) you will be discharged from speech and language services.

By Signing below, you understand and agree to follow this policy.

Signature

Date

