4350 E Ray Rd. Suite 101A, Phoenix, AZ 85044 **|** Phone 480.704.5954 **|** Fax 480.704.5807

**MUTUAL COMMITMENT/CANCELLATION/NO SHOW POLICY**

**PP**

A solid partnership between your therapist and family can create everlasting benefits for your child. A full commitment to the therapeutic process is necessary for your child to receive these benefits. The therapists at Desert Valley Pediatric Therapy pledge to uphold this commitment to every child they treat. We ask that your family also recognize the importance of doing your part to be consistent and present for all therapy sessions. **Your child’s therapy appointment is the equivalent of a doctor appointment and should not be canceled for reasons other than illness, family emergencies, or planned family vacations.** We understand that these circumstances do arise and makes it necessary to postpone therapy services. Our therapists will make every effort to accommodate a make-up session in these instances. If it is necessary to cancel therapy due to illness, emergency or planned family vacation, please notify your therapist as soon as you know you will be unable to maintain your scheduled appointment. It is important to remember that consistency in therapy is very important for your child’s progress, and we want every child to make as much progress as possible. When your child misses therapy sessions, it can slow down progress and your child may end up needing therapy longer than s/he otherwise would. We understand that life happens, but we want to encourage everyone to make as many of the sessions as consistently as possible.

Frequent cancellations for reasons other than illness, family emergencies, and planned family vacations and no shows may affect your eligibility to hold a regular scheduled appointment with a DVPT therapist. What is a no show and invalid cancellation?

* **NO SHOW**: A clinic appointment is considered a ‘no-show’ if the patient does not attend the scheduled therapy appointment and does not call to cancel the session.  A home-based therapy appointment is considered a 'no-show' if the therapist arrives at the scheduled time and the family is not at home, does not answer the door, or is unable to participate in the therapy session for any reason and has not called the therapist to cancel the appointment.
* **CANCELLATION**: Valid reasons for canceling a scheduled appointment are illness, family emergencies, and planned family vacations. All other reasons for cancellations would be considered invalid.

If your family incurs 2 or more invalid cancellations or 2 or more no-shows (or a combination of both) within a 4 week period, the following will occur:

* **1st VIOLATION**: Your therapist will present you with a copy of this policy as a reminder of the agreed upon commitment.
* **2nd VIOLATION**: Your therapist will present you with a copy of this policy and discuss the FIT Program.
* **3rd VIOLATION**: You will be eligible for our FIT Program (Family Initiated Therapy). The FIT Program allows you to schedule your therapy appointment when it works best for you. When you call the office with your availability for the week, the Referral Coordinator will attempt to match your availability with a DVPT therapist that has the same openings.

In addition, you may be charged a fee of $25.00 for each therapy session that is considered a No Show.

Desert Valley Pediatric Therapy values the relationship we have with your family and we believe adherence to this policy will strengthen that relationship and create a positive therapeutic experience for your child. Please contact our office at 480-704-5954 if you have any additional questions.

**I hereby acknowledge that I have been presented with the Desert Valley Pediatric Therapy Mutual Commitment / Cancellation / No Show Policy. I have read this notice and understand the terms.**

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Parent / Guardian Signature Date

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Printed name

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Name of child