



CANCELLATION & NO-SHOW POLICY

We kindly request that if you are unable to keep your appointment or need to reschedule, **please contact us at least 24 hours prior to your appointment.** Failure to call or be present for an appointment is considered a missed appointment. Rainbow Skies Speech-Language Therapy will charge the patient or the responsible parent/guardian the rate of a normal visit for all missed appointments. Please note that insurance providers do NOT reimburse for missed appointment charges. If your child consistently misses 3 or more therapy sessions, Rainbow Skies Speech-Language Therapy reserves the right to place your child's services on hold until scheduling conflicts are resolved. A consistent schedule is pertinent to your child's progress in speech-language therapy. Please help us serve you better by keeping scheduled appointments.

We understand that weather, isolated events and illness can occur unexpectedly and will take that into consideration before charging a fee.

Illness Policy: If your child has a fever, a persistent cough, or a runny nose, please call, and cancel your appointment. Due to the therapist working near your child's face, it is easy for the virus to be spread. Your therapist needs to see many children over the course of the week and cannot afford to be out sick frequently. A general rule of thumb is that if a child has been on an antibiotic for 24 hours and does not have a fever, is not coughing frequently, and does not have a runny nose, he/she is probably not contagious. We appreciate your understanding and will be happy to reschedule your appointment.

How to Cancel Your Appointment: To cancel appointments, please text or call (732) 740-9940. If you do not reach someone in person, please leave a message on the voicemail. You may also email: tkokot28@optonline.net.

I have read and accept all policies pertaining to missed appointments, illness, and inclement weather.

Signed: _____ Date: _____