

ATTENDANCE POLICY

Waypoint Pediatric Therapies strives to provide the highest quality of care while meeting the needs and schedules of your family. We attempt to accommodate every child/family and provide reserved time spots for each of our patients to ensure continuity of your treatment. **Consistent and timely attendance is necessary to achieve the goals established for your child.**

Frequent, late cancellations and no-shows reduce our ability to follow through on your child's care, and to accommodate the scheduling needs of other patients. We are a small business, and these infractions significantly impact our ability to meet the needs of our patients. To give the best possible care to as many people as we can, we have developed the following policy.

CANCELLATIONS

Appointments are in high demand. Please **cancel your PT appointment at least 24 hours** in advance. A **"Late Cancel"** is a cancellation that occurs less than 24 hours prior to your appointment. A **"No Show"** is failure to notify us of your cancellation. Our scheduling staff will work with you to reschedule a cancelled appointment.

We understand that special circumstances arise, last minute illnesses occur, and flexibility is important. We therefore allow 2 late cancels/no shows prior to enforcing our penalty. We also offer additional flexibility as we will NOT count the no show/late cancel if you are able to reschedule that appointment (a make-up visit) within 1 month of the infraction. **After 2 late cancels/no shows you will lose your recurring spot and we will move you to our flex schedule.**

Chronic Cancellations or falling below a 75% attendance rate, will result in a change to flex scheduling.

Flex schedule will allow you to call in and book an appointment one week at a time so that it fits your schedule for that week. Please note that we cannot guarantee therapist/location/time when we move you to a flex schedule. At Waypoint, we collaborate regularly as a team and can ensure that each therapist will be prepared for your child's treatment.

There are many different frequency and scheduling options available if you are finding it difficult to comply with your current schedule, PLEASE discuss options with your therapist.

LATE ARRIVALS AND LATE PICK UPS

If you are more than 10 minutes late for a scheduled appointment, the delay requires us to bill your insurance for a shorter session than we had scheduled. As a small business, late arrivals impact the health of our practice significantly, in addition to limiting the progress of your child. We understand that some emergencies are not within your control and allow 2 late arrivals before moving you to a flex schedule.

Late Pick Ups pose a significant liability issue for us as we do not have staff to ensure the safety of your child outside their therapy time. Please ensure that you arrive 5 minutes before the end of the PT session so that your child can be picked up on time. Late pick-ups will result in moving you to a flex schedule.