



**ASSOCIATED SPEECH AND LANGUAGE SPECIALISTS, LLC
CANCELLATION POLICY**

Consistency of speech and language services is directly related to rate of progress; a client is likely to progress more quickly when they attend therapy regularly. For this reason, cancellations should be kept to a minimum.

Cancellations must be made 24 hours in advance. A “no show” appointment fee of \$50.00 will be billed to the client for missed appointments, or cancellations made less than 24 hours in advance; this fee is the responsibility of the client and cannot be billed to insurance or MA. Exceptions to this policy can be made due to illness, emergency, or severely inclement weather. **If the client is ill, or you must cancel late for other reasons, please give us as much advance warning as possible.** When we know about a cancellation in advance, we are able to utilize that time to see other clients, contact other professionals and caregivers, and complete progress reports and necessary paperwork. When we are unaware of a cancellation, we spend considerable time waiting for a client to arrive and wondering what has happened.

You should also contact us if you will be late to an appointment but still plan on the client attending.

Associated Speech and Language Specialists will give as much notice as possible on the infrequent occasion when we must cancel a visit. We use a team-based treatment model that allows other therapists to substitute treat for each other, so therapist illnesses and vacations are often covered.

Associated Speech and Language is **CLOSED** on: New Years Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve and Christmas Day.

We are **OPEN** on: Martin Luther King Jr. Day, Presidents’ Day, Columbus Day, MEA, Veteran’s Day and all other breaks/holidays.

In the event of a cancellation and to ensure the client’s continued steady progress, please reschedule the visit. The rescheduled visit can be with the client’s primary therapist or any therapist on the team.

A client may be discharged from speech and language therapy:

- After three missed appointments
- If attendance falls below 80%

Please look ahead on your schedule and let us know about upcoming scheduling conflicts. You can also call any of our offices and leave a detailed message after hours

Thank You,

Associated Speech & Language Specialists, LLC

www.associatedspeech.com

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