

Northland-Rural Therapy Associates
2224 E. Cedar Ave, Suite 1
Flagstaff, AZ 86004

Dear Parents/Guardians:

I would like to thank you for choosing Northland-Rural Therapy Associates as your provider for physical, occupational, and/or speech therapy. I would like to take this opportunity to review policies concerning cancellations, no-shows, and illnesses.

NO-SHOWS

Our therapists are in great demand, and as a result, we are unable to accommodate individuals that have repeated no-shows. **No-shows are defined as cancellations with no notice or less than 24 hours notice.** If there are 3 no-shows in a 6-week period, we will temporarily suspend therapy services and contact the parent/guardian and support coordinator (if appropriate) to problem solve the reason for the frequent no-shows.

50% Policy

We understand that many times, health issues of the child or family emergencies may cause a client to miss several appointments in a quarter. We will attempt to be accommodating in these situations. We are unable to commit therapy slots to individuals who are not available on a regular basis. If 50% of the visits in a quarter are no-shows or client cancellations, we will need to make appropriate changes to our delivery of therapy services. Options that would be available include changing the day and time slot-dependent on the therapist's availability, decreasing the frequency of services, placing the client on-hold, or discharging the client from the services and/or from our agency. These options would be discussed with you and when applicable, with your support coordinator.

Therapist Cancellations

From time to time, our therapist may need to cancel their appointment. We will do our best to give the family at least 24 hours notice. In the case of an emergency, the cancellation may need to be made with less than 24 hours notice. The therapist will do their best to re-schedule the appointment.

Payment for No-Shows

We do not bill DDD for no-show office visits or AzeIP clients. No-show DDD home visits are billed as .5 unit. If you are using your insurance or paying privately, you will be billed for no-shows.

Illness

We like to keep our therapists healthy both for their own sake and to protect the health of the clients that they serve. We have several clients we see who are medically fragile, and any illness can be a great risk. Please notify your therapist (if you have more than one therapy, contact each therapist) if your family member is sick for their scheduled therapy. If you are unsure whether to cancel, it is best to call the therapist prior to the visit. You and your therapist together can decide if the visit should be rescheduled.

Risk Factors

The family is responsible to notify the therapist of risk factors in the home. The therapist/team may have to cancel or move appointments until risk factors are managed.

We are grateful that you have chosen our agency to work with your family and child. We all enjoy working with your family members and are grateful for the fun and enrichment that they bring to our lives!

Sincerely,



Thomas Cosner, Director
Northland-Rural Therapy Associates