

Simply Therapy, P.C.
Speech-Language Pathology Services
307 Upton Street
Winston Salem, NC 27103
336.837.4222

Attendance Policy

We are so grateful for the opportunity to serve your child. In order to keep our practice running smoothly and to enable us to serve as many children in our community as we can, we require all clients and their families to abide by these policies.

- **Tardiness:** Please be on time for your session. Our sessions are scheduled back-to-back, and in order for us to stay on schedule, we must start and end on time. If you are more than 7 minutes late to your appointment, we will be unable to bill for the session and must cancel or reschedule. *More than two (2) cancellations due to tardiness will result in a discharge from therapy.*
- **Late Cancels:** Please give us as much notice as possible if you know your child will be unable to attend his/her session. With appropriate notice, we are able to offer that appointment time to another child. A 24-hour notice is expected, with the exception of extreme circumstances. We understand that emergencies happen and children come down with illnesses quickly. When an appointment is canceled within 24 hours of the appointment, but BEFORE the appointment has started, we consider that a "late cancel." We allow 2 "late cancels" per year, to help account for unforeseeable circumstances. *More than two (2) "late cancels" per year will result in discharge from therapy.*
- **No Shows:** Appointments that are not canceled with a 24-hour notice or that don't meet "late cancel" criteria are considered a "no show." *Two (2) "no shows" will result in a discharge from therapy.*
- **Illness:** Children should be in good general health for their appointment. If they have been sick, please ensure they are fever AND symptom-free for at least 24 hours before coming to therapy. While we continue to navigate the COVID-19 pandemic, we do require all clients and family members to pass a temperature screening and COVID exposure questionnaire prior to entering the building. We want your child feeling well during their session and we need to prevent the spreading of germs to children who may have compromised immune systems.

We appreciate your compliance with our attendance policy. Maximum progress is made when children attend therapy consistently. If you find your family in a season of life where regular attendance is not possible, please talk to your therapist about taking a short break and resuming when life settles down a bit. We are also happy to adjust your appointment time and day, if needed, to better suit your schedule.

If you need to cancel your session, please call your therapist directly, or call our office at **(336) 837-4222**.