

Rehabilitation Associates, Inc.

Predictability and routine are critical to a child's ability to learn. Our pediatric program relies on your commitment to consistent attendance and timeliness so your child can reach his or her fullest potential. We will do our best to help you maintain consistency by offering a variety of scheduling options to meet your family's need and maximize your child's progress. We look forward to working with you family! Please contact our office with any questions.

PEDIATRIC PROGRAM ATTENDANCE POLICY & SCHEDULING:

1. Our **Permanent** schedule offers a standing appointment, on the same day and time with your therapist. If your therapist should be out of the office for any reason, we will offer you another appointment with a member of our staff. It can be beneficial to work with another therapist on occasion- they can bring a different approach or ideas to assist with your child's progress!
2. Our **Flex** schedule offers the ability to schedule on a different day or time each week. This works better for families whose work schedule may change often. The flex schedule will also be offered as an alternative when consistent attendance on the permanent schedule is not achieved.
3. **Weekly scheduling**- You will have the ability to call at the beginning of each week, and take an available spot in our schedule that works for yours. Weekly scheduling will be offered as an alternative when consistent attendance is not met on the permanent or flex schedule.
4. **Same Day scheduling**- You will have the ability to call our office and schedule that same day in any of our available appointments. Same day scheduling will be offered as an alternative when consistent attendance is not met on the permanent, flex, or weekly schedule.

CONSISTENCY EXPECTATIONS ARE AS FOLLOWS:

- **No more than two cancellations (without rescheduling) in an eight week period.** While we understand that illness does occur, we will offer the opportunity to reschedule or switch to telehealth to minimize missed appointments. More than two cancellations in an eight week period, will result in the loss of a permanent appointment time.
- **Two no-shows (an appointment missed without us receiving a call to cancel). A \$40 fee will be charged.** If we do not receive communication from you within 24 hours of a "no-show" appointment, we will need to remove your child from the permanent schedule and may require **your child being discharged from services.**

PEDIATRIC PROGRAM EMAIL COMMUNICATION POLICY:

If you choose to participate in email communication, we may occasionally send you emails about current treatment and/or programs we are running which may be of interest to you. General guidelines for email communication is below:

- **Please DO:** Use your child's first name only, be short / concise and to the point, be respectful with language, and limit context to only the child's program / progress/ home exercises.
- **Please DO NOT:** Use child's last name, do not use email for ANY cancel or change of appointment, do not forward any chain letters/ personal matters and please do not send emails if emotions are high.