



Attendance Policy

CANCELLATION POLICY/MISSED SESSIONS

We request that you notify us at least 24 hours prior to your appointment if you need to cancel or reschedule. Failure to call or be present for an appointment is considered a missed appointment. Peak Pediatric Therapy, LLC will charge the responsible parent/guardian the rate of a normal visit for all missed appointments. Please note that insurance providers do not reimburse for missed appointment charges. Frequent missed appointments may result in your child's treatment being placed on hold. Consistency is the foundation for progress in treatment.

VACATIONS/EXTENDED ABSENCE

We understand that family time is important and that families will go on vacation. We request advanced notice if you have a planned extended absence. Peak Pediatric Therapy, LLC will hold a treatment slot for 2 weeks. However, if you plan to be absent for greater than 2 weeks, Peak Pediatric Therapy reserves the right to remove you from the schedule and place your services on hold. We cannot guarantee availability when you return, although we will do our best to re-initiate services. Please note, your previous treatment days and times may not be reserved.

ILLNESS POLICY

If the client is ill with a fever, vomiting, diarrhea, or persistent cough, please call and cancel your appointment as soon as possible. If your child has active symptoms, he/she is most likely contagious. In order to limit the spread of viruses, we request that the client receiving services be free of above symptoms at least 24 hours for services to be rendered. We appreciate your understanding and are more than willing to reschedule your appointment, schedule permitting.

INCLEMENT WEATHER POLICY

As we travel to your home to provide services, Peak Pediatric Therapy, LLC reserves the right to cancel in the event of inclement weather. Your clinician will notify you in advance of your appointment if he/she needs to cancel a session due to inclement weather. We will be more than willing to reschedule your appointment, schedule permitting.

CLINIC CONTACT

If you have any questions about our attendance policy or need to cancel a session please contact the clinic by calling 719-357-5741.