



ATTENDANCE POLICY

Your child's success in therapy is a direct result of the regular attendance, communicating openly with your therapist, and following your home exercise program as instructed by your therapist.

Our policy is to monitor and ensure that patients regularly attend their scheduled appointments for an overall successful therapy program. The policy states that patients may be discharged for any of the following reasons:

- **Tardiness:** Please try to make every effort to notify your therapist if you will be late for your appointment. If you will be more than 30 minutes late, we will need to reschedule or cancel your appointment. More than 3 cancellations due to tardiness will result in a discharge from therapy.
- **Late Cancels:** Please give as much notice as possible if your child will be unable to attend a session. A 24-hour notice is required except for illness. Please make sure your child is fever and symptom free for 24 hours and is not contagious before resuming therapy. Missed sessions should be rescheduled for make-up in addition to regular session, Speak to your therapist to schedule.
- **No Shows:** Appointments that are not cancelled with a 24-hour notice are considered a "no show". We reserve the right to discontinue future therapy appointments if a client "no shows" any session.

We appreciate your compliance with our attendance policy. Consistency is key to the achieving the best results from therapy. If you find that your circumstances will not allow you to continue therapy at your regularly scheduled time or on a consistent basis, please talk to your therapist about what would be best for your child. Your child is important to us and we will do all we can to work with your schedule.

If you need to cancel your session, please call your therapist directly or call our office at (336) 940-4040.

SICK CHILD POLICY

Due to the health concerns that exist with many of our clients, we need to be cautious about exposing children to infection or disease. Therefore, we have established the following illness exclusion policy.

Therapy should NOT occur if your child has exhibited any one of the following symptoms within the last 24 hours:

- Fever free for 24 hours
- Diarrhea or Vomiting (twice or more in 24 hours)
- Body rash with fever
- Sore throat with fever and swollen glands
- Severe coughing
- Eye discharge (thick mucus or pus draining from eye, or pink eye)
- Upper respiratory illness such as bronchitis or influenza
- Chicken pox (until all blisters have dried and formed scabs)
- Bacterial or Viral infection
- Any parasitic infestation (Lice, Scabies, etc.)
- Extreme irritability, exhaustion, or continuous crying

In the event that your child or anyone in the household is exhibiting any of the above symptoms we ask that you contact your therapist as soon as possible to reschedule your appointment. If you are unsure regarding your child's status, please contact your therapist and they will use their discretion in deciding whether therapy should occur as scheduled. In the event we arrive for an appointment and find your child is exhibiting any of the above listed symptoms, we reserve the right to cancel the session and attempt to reschedule for a later date. If you have any questions regarding this policy, please discuss them with your therapy provider or call the office at (336) 940-4040.

PATIENT TO KEEP



PAYMENT POLICY

- Copays and Coinsurance: Copays and coinsurance amounts are invoiced via mail or email on the first of each month. We accept cash, check, HSA and most major credit cards. All returned checks will be assessed a \$35.00 returned check fee in addition to the original charge.
Make checks payable to: We Achieve Pediatric Therapy, LLC
Mail checks: 1187 Cana Rd Mocksville, NC 27006
For credit/debit payments use our secure online portal. Login information will be sent to the email address you provide. Contact our Administrative Assistant, Emily Snider, at (336) 225-7625 if you have any questions regarding the portal or payments.
****Please do not make payments to your therapist****
- Invoices: Monthly billing invoices are mailed or emailed at the beginning of each month. The balance due is the remainder owed after your insurance has paid. Payment is due immediately upon receipt of invoice. Should you have questions regarding your invoice please contact:
Emily Snider, Administrative Assistant (336) 225-7625 contactus@weachievpeds.com
- Collections: If your account balance is unpaid and overdue after two invoices and you have not responded to any of our attempts to contact you, your account will be referred to a collection agency. We reserve the right to discharge from therapy any client that has outstanding unpaid balances. Again, please note that we will only proceed to these measures if you do not respond to our attempts to communicate with you and set up a payment plan.
- Payment Plan: If you have negotiated a payment plan you are responsible for making timely and consistent monthly payments. We offer payment plans as a courtesy to our patients in time of need. If you fail to make your scheduled due date, your account will be sent to collections for non-payment and your appointment will be removed from the schedule.