



2715 S. Alma School Rd., Suite #3  
Chandler, AZ 85286  
Phone: (480)-508-5252  
www.waytogrowaz.com

## WTG Scheduling & Cancellation Policy

### Missed Appointments

We understand life circumstances can get in the way of our best intentions, and cancelled appointments are bound to occur in your busy schedule. We will do our best to provide consistent services to provide the best opportunity for growth and progress towards your child's goals. We also ask that you take full responsibility for holding scheduled appointments for your child. **Missed, or "Skipped" appointments not only negatively impact your child's progress, but it also takes valuable resources/time away from other children seeking services.** Our therapists are also prepared to see your child for their scheduled visit and do not receive regular reimbursement for a missed or skipped session.

### Late Arrivals

Just as missed or skipped appointments can negatively impact your child's progress, consistent tardiness, will also directly impact your child's progress towards their plan of care. Please note that session times will not be extended past the fifty-minute mark, unless prior arrangements have been made with the therapist ahead of time. If you are running late, please notify the front office as soon as possible so that your therapist is aware and can make changes in their plan for the session. **If you are consistently more than 10 minutes late for 50% of your sessions within a month, we reserve the right to consider an alternative schedule or possible discontinuation of services.**

\_\_\_\_\_ (initial)

### Cancellation and Rescheduling

**If you are needing to cancel or reschedule your child's appointment please make sure to do so with the front desk either in person, by phone (480-508-5252) or email ([office@waytogrowaz.com](mailto:office@waytogrowaz.com)) within 24hrs of your child's scheduled appointment.** This is the **only** form of communication acceptable for making these changes. As a courtesy, please notify us as soon as possible if you are scheduling a vacation, or if your child is ill (Fever 100 or more, Flu virus, stomach flu, Strep throat, chicken pox, etc.) **We will require a minimum of two alternative times to reschedule your appointment prior to your next scheduled session.** We will do our best to try and accommodate the schedule changes.

**A minimum of a 4-hour notice is required for cancellation of services to avoid a "short notice" or "no show" fee of \$45.**

This fee IS NOT billable to your insurance company. The payment will also be due before the next scheduled treatment session is provided. **Please note, even if you re-schedule a make-up session for that week, the "No-Show" fee will still be applied and due on/before the following session. If you have 2 or more unexcused cancellations, skipped or "No Shows" without rescheduling, within a 4-week period, we reserve the right to discontinue services.** Unexcused cancellations may include but are NOT limited to the following: scheduling conflicts with alternative appointments, vacations, difficult day/transitions. \_\_\_\_\_(initial)



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**Morning Appointments**

If you are scheduled for an 8:00 or 9:00am appointment, we require a minimum of a **one-hour cancellation** notice. You may call and leave a message on our office number or email your therapist directly.

By signing below, **I understand and agree with all information as written above.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date