



2026 Appointment and Cancellation Policy

Please be aware of our Cancellation Policy to avoid any unnecessary charges and/or to maintain your current weekly standing appointment

24 hour notice is required for Cancellation of Therapy Sessions

We reserve the right to charge \$50 as and for an appointment not canceled within 12 hours due to sickness or any other circumstance.

We reserve the right to remove your weekly appointment from the Schedule if the appointment is canceled two times within a given month, for inconsistent therapy attendance or for any other reason at our discretion.

NO SHOW (Not attending an appointment without notice and/or proper cancellation): There is a \$50 charge for Not Showing for a scheduled appointment. A NO SHOW may result in the removal from the Therapy Schedule (at our discretion).

PLEASE NOTE: Three (3) or more NO SHOWS: \$80 charge
\$80 charge (non-refundable) upon the 4th NO SHOW appointment and any NO SHOWS thereafter.
 A NO SHOW may result in the removal from the Therapy Schedule (at our discretion).
 We do not re-schedule new Patient Evaluations if the first scheduled appointment was a NO SHOW

IMPORTANT ! We do not hold appointments if your child is unable to attend Therapy consistently. If you go out of town for more than one week of missed session(s) or for any extended period, you may lose the appointment spot on our Therapy Schedule. Upon your return, we will work with you to schedule therapy with the appointments we have available at that time. We do not guarantee your previous appointment day and times will be available.

If your child becomes sick the morning of your Therapy appointment we ask that you contact your Therapist immediately via text so they are aware. If your child goes to bed sick, please text your therapist the evening before your appointment.
 You may also call the office to cancel and leave a voice mail at any time 770-410-7719

Please Note: To help avoid canceling your child's therapy or due to last minute changes, teletherapy sessions are always available!

Cancellations may be received by texting your Therapist directly or by calling our office and leaving a voice mail 770-410-7719.

Therapy sessions cancelled with proper notice (24 hours) will not be charged a cancellation fee.

Weekly Appointment(s) – Therapist Coverage

As a health insurance requirement for medically necessary therapy treatment, your child's Therapy is guided by a Plan of Care.

In general, it is our intention that your child's weekly therapy will be provided by the same Therapist(s) each week; however, when the Provider you normally work with is not available (i.e. unexpected sickness or for any reason), we will continue to provide therapy services under the Plan of Care with one of our other, qualified Therapist(s). Since canceling Therapy is not recommended and is not supported by the Plan of Care recommendation, we will never choose to cancel an appointment when we have a qualified Therapist available to provide therapy to your child. Please know, the Therapy we provide is collaborative and our team diligently works together in therapy preparation to assure we provide superior care to the families we serve.

We realize an unexpected change of Therapist may feel a little different, but we assure you that your child's therapy remains at the forefront and the covering Therapist is prepared to provide your child with a quality therapy session!

Alternative Appointment Option for Therapy appointments: We understand commitment to recurring weekly appointments is not preferred or manageable by every family. Weekly appointments are available by calling our office to request an appointment within the week or day. We can offer you appointment options based on availability and openings for that week or day.

Please help us to serve you better by keeping your scheduled appointments.

Wellness and COVID-19 Policy

Wellness Policy:

For the health and safety of our clients and staff, all team members, patients and clients ***must be symptom-free from fever without the use of medication for at least 24 hours*** before being cleared for in-person services.

(example: Fever free for 24 hours without the use of fever-reducing medication). Children with runny nose and cough, *but no fever*, are permitted to attend Therapy

Please Note: Telehealth is always available for Speech Therapy sessions.