

MILESTONES - FOR KIDS' SUCCESS, P.C.

2901 Finley Road Suite 101; Downers Grove, IL 60515

Telephone: 630-792-1800 Fax: 630-792-1801

www.milestones4kids.com

Therapy Attendance Guidelines & Policy

Milestones staff is devoted to assisting families of children with unique needs and challenges to attain their fullest potential in life. We work closely with our families to achieve the goals that are important for each family and their child. Regular and consistent treatment plays a critical role in your child's progress and ability to achieve goals. In order to help your child achieve their goals and receive high quality pediatric therapy services, we have established an attendance policy and guidelines to help ensure that every child receives the time and attention they deserve.

Evaluation Attendance Guidelines

- Please arrive 15 minutes prior to your child's evaluation session in order to allow time to collect the necessary paperwork. If you are tardy for your child's evaluation, it will be up to your therapist's discretion to determine if adequate time remains to complete the evaluation.
- If you need to cancel an appointment, please call 24 hours in advance to notify us at (630) 792-1800. We will attempt to re-schedule your appointment whenever possible. If your call is not during our normal business hours, please leave a message on our general voice mail. Milestones For Kids Success, P.C. reserves the right to assess a \$45.00 cancellation fee for appointments cancelled with less than 24 hour notice.

On-going Therapy Attendance Guidelines

- Please arrive on time for therapy sessions. If you are tardy, your child's therapy session cannot be extended to accommodate your late arrival.
- If you need to cancel an appointment, please call 24 hours in advance to notify us at (630) 792-1800. We will attempt to re-schedule your appointment whenever possible. If your call is not during our normal business hours, please leave a message on our general voice mail.

Attendance Policy

- Clients who miss 3 scheduled appointments without advance notice (no call/no show) will be removed from the regularly recurring treatment schedule. If this happens, treatment sessions may be scheduled on a weekly basis subject to availability.
- Client absenteeism greater than 25% over a three month period may be subject to removal from the regularly recurring treatment schedule.
- Client absences for longer than 1 month may be subject to removal from the regularly recurring treatment schedule.

Exceptions to the Therapy Attendance Policy are considered on a case by case basis. If you have any questions or feel you have a situation that requires special consideration, please contact the Janet Puderbaugh, Clinical Director as soon as possible.

I have read and understand Milestones Therapy Attendance Guidelines and Policy and agree to comply.

Child's Name

Parents/Guardian Signature

Date