

Eats + Speaks Attendance Policy

Regular attendance is EXPECTED and ESSENTIAL to the therapeutic process. If for any reason you must cancel a session, please call the office. Canceling as soon as you can helps us prioritize the needs of all patients and maintain quality therapists and team.

IF YOU NEED TO CANCEL -- PLEASE CALL THE OFFICE. IF WE ARE CLOSED, PLEASE LEAVE A MESSAGE.

PLEASE DO NOT EMAIL YOUR THERAPIST.

If the patient is more than 15 minutes late for 50% of scheduled appointments within 30 days, the office will reserve the right to discharge the patient. Additionally, if you arrive late for a scheduled appointment, the session will still end at the scheduled time or may be cancelled.

All patients must attend 88% of their scheduled sessions within a 3 month time period. If attendance drops below this percentage, then the patient will move to being scheduled week to week.

In the event you must cancel, our front desk team will work to get you rescheduled in order to help you maintain your attendance rate.

Any cancellation that occurs the date of the scheduled session after 7:00 am will incur a \$65 if it is not rescheduled. Rescheduled sessions may include receiving services in another office location (e.g., Byron or Rockford office).

An automatic \$100 fee will be applied to a patient's monthly invoice if the patient does not attend a scheduled appointment, and the appointment was not canceled prior to the start of the session on the appointment date.