



## NEW CLIENT REGISTRATION – FORM 3 of 4

### FREQUENT ABSENCE/CANCELLATION NOTICE

Dear Parents,

Consistent attendance is important to ensure your child's optimal progress. If parents cancel more than 3 treatment sessions, Hanh Phan Speech & Occupational Therapy retains the right to terminate services immediately. Other children are waiting for appointments, therefore, we cannot continue holding a slot for a client with continual and undue absences. Although we recognize that unanticipated conflicts sometimes arise in family schedules, we must maintain a policy of discharging clients following three missed sessions without prior notice. Hanh Phan Speech & Occupational Therapy, Inc. reserves the right to charge a full fee for any appointment that is cancelled the day before or on the same day of the appointment, unless it is an emergency. We need enough time to contact other parents to switch the appointment time with you. In case of an emergency/unforeseen circumstance, we will look at each case individually.

Parents are asked to telephone Hanh Phan Speech & Occupational Therapy Inc. as far in advance as possible if they are unavailable for a scheduled appointment. Our voicemail is available 24 hours/day. We will always try to re-schedule your cancelled sessions but it is not a guarantee that we would always have an appointment available for your make-up session. Please plan to keep your scheduled appointment to ensure that we can most effectively arrange our time to meet the needs of the children and the families that we serve.

We enjoy providing therapy for your child and hope that you will bring him/her to therapy consistently. If there are alternative scheduling arrangements that need to be made to help improve attendance, please let us know. We appreciate your consideration with this matter.

**I, parent/legal guardian of \_\_\_\_\_, have been made aware of the cancellation procedures at Hanh Phan Speech & Occupational Therapy Inc. and agree to them effective immediately.**

Sincerely Yours

*Hanh Phan*

Hanh Phan, MA, SLP-CCC, OTR-L

Hanh Phan Speech & Occupational Therapy Inc



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