



Cancellation/No Show Policy

Revised January 15, 2021

Our goal at Communication Dynamics is to provide efficient and effective speech pathology services. We recognize that children make more progress when they attend their face to face or virtual appointments regularly. In order to continue quality and timely services to every family desiring services through our office, a revised policy is necessary.

Scheduled Appointments: Your appointment time has been set with the Office Clerk/Scheduler. This appointment is recurring, meaning it's the same day and time each week. This time has been specifically reserved for your child. Please call at least 24 hours ahead of time if you must cancel an appointment. If you arrive late to your appointment, it may be shortened due to other standing appointments.

Fees for missed appointments: There is a \$25 fee for missed appointments WITHOUT a 24-hours notice. (We will always text/call a day prior to confirm your appointment) 48-Hours advance cancellation is preferred and 24 hours is required.

How to Cancel Your Appointment: We understand that sometimes you need to cancel or reschedule your appointments because of emergencies. If you are unable to keep your appointment, please notify us as soon as possible at 478-746-1037. Our voice mail is on 24 hours a day. We will also gladly accept cancellations through text 478-751-7778 and fax at 478-746-1642.

No Show Policy: A "no show" is an episode in which a child misses an in-person or virtual appointment without canceling it 24 hours in advance of their standing therapy time. Failure to be present at the time of a scheduled appointment will be recorded in the patients' account as a "no show". The first offense will result in a warning text/email. The second offense will result in a "no show" fee of \$25.00. Effective January 15, 2021, two consecutive "no shows" or failure to pay no show fees within 14 days will result in suspension of treatment. In order to reinstate services, the parent(s)/guardian(s) will need to speak to our scheduling staff and may be placed at the end of the current waiting list.

Late Cancellations: Late cancellations will be considered as a "no show".

If you have questions or concerns about this revised policy, please contact Dr. Tiffany Scandrett, Lead SLP & Practice Owner at 478-746-1037.