

## ATTENDANCE POLICY: ROTATION SYSTEM

### Speech Clinic Contact Information

Phone: 206.388.1300

Email: [speechadmin@hcdc.org](mailto:speechadmin@hcdc.org)

### Therapy Time

Speech therapy sessions are generally scheduled for 45 minutes unless other arrangements have been made.

### Rotation Schedule:

- As a client with one of our state insurance providers, you will be part of our rotation group. Beginning January 4, 2016, you will be seen for a maximum of 12 weeks (1 therapy session maximum per week). Should you miss a week due to a cancellation; an additional week will not be added to your 12 week rotation period. Therefore, if you know you are going to miss an appointment, we strongly urge you to reschedule on a different day/time during that same week if possible. After your rotation period has concluded, you will either be discharged from speech therapy or if your therapist determines more care is required, we will place you back on our waitlist. Your therapist will make recommendations and discuss options with you as your care reaches the end of the treatment cycle. Our goal with this policy is to serve more clients who are in need of our services in a more equitable manner.

### Insufficient Cancellation Notice/"No-Shows"

- Should clients need to cancel or reschedule their therapy appointment, we ask that you call our center at least 24-hours in advance. In the case of an emergency or sudden illness, we ask that you call our center before 8 am on the day of your appointment.
- Failure to provide adequate notice for a cancellation will result in verbal and written warnings on the first occurrence. Should a second "no-show" occurrence happen, you will either be discharged from therapy or placed back on the waitlist, depending upon the circumstance and the discretion of the Director of Speech Services.
- Please refer to the "Illness" and "Severe Weather" sections below for exceptions to this policy

Consistent attendance not only ensures steady progress in speech-language therapy, but also makes efficient use of the therapist's time and efforts. Therefore, if more than **two** appointments are cancelled without being rescheduled within your twelve week period, we will not be able to hold your appointment time and you will be either discharged from therapy or placed on our waitlist.

### Cancellations:

Because we are in an effort to better serve our clients, we will also change the way we handle cancellations. If a client cancels their speech therapy appointment for the day due to an illness or other unseen circumstance, we will reach out to our waitlisted clients, in the order they are sitting on the waitlist, to inquire whether or not they would like to take that therapy spot. Please keep in mind that this may be a one time occurrence, but would allow clients to be seen during their interim time on the waitlist.

By checking this box, I am requesting to be placed on your cancellation list. I understand that these are last minute cancellations and I may be informed about an available appointment as soon as 2 hours prior to the presented time. I also understand that my appointment may be with a different therapist.

### Late Arrivals

Please arrive at least 5 minutes prior to your therapy appointment. If you are going to be late for an appointment, please call our center. Your therapy session may need to be rescheduled or cancelled due to time constraints. Clients who arrive at least 10 minutes late without notifying the center are counted as "no-shows." Additionally, if

you accumulate three occurrences of arriving late to your therapy appointments, it will result in a “no-show” violation. Please note that if you are late, our therapists will not extend the length of your appointment to make up for the time missed.

### **Illness**

Although HSDC encourages consistent attendance, clients and their families should not come to the clinic when they are sick. As a general guideline, if children are too sick to attend school, speech therapy should be rescheduled. *HSDC Speech Clinic staff will discuss scheduling options, including whether to continue therapy, with clients who must cancel frequently because of illness.*

Please cancel therapy when any of the following occur:

- Vomiting more than twice in the past 24 hours
- Rash, lice or nits
- Diarrhea
- Skin infection
- Fever of 100 or more in the past 24 hours
- Sore throat with fever or swollen gland
- Eye infection
- Other signs of illness: tired, pale, lack of appetite, confused or cranky, runny nose

### **Severe Weather**

HSDC follows the decisions of the Seattle School District. If the Seattle Schools are closed because of weather, HSDC is closed as well. HSDC will not delay opening even if the schools do. The center will be open for regular business hours. Even if school is open, weather conditions may still prevent our therapists from coming in. In that case, clients will be notified the day of their appointment by another HSDC employee. Regardless of school closures, clients are not expected to attend speech therapy when hazardous conditions prevail. *Clients will not be subject to insufficient notice of cancellation policies if they cancel due to inclement weather.*

### **Leaving the Speech Therapy Clinic Early Due to Unforeseen Circumstances**

Clients who must leave early due to unforeseen circumstances should let the front desk receptionist know.

### **Cancellation of Therapy by HSDC Staff**

Clients will be notified as soon as possible if the therapist cannot come in or will be taking time off. In some instances, HSDC staff members are not able to contact clients about cancelled therapy until they arrive at the clinic first thing in the morning. To avoid inconvenience, clients requesting early morning appointments should keep this in mind. If your therapist cannot come in, every effort will be made to pair you with another therapist for your scheduled appointment. However, we cannot guarantee another therapist will be available.

### **Holidays**

HSDC will be closed on the following holidays:

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Day