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[www.abundantlifetherapyservices.com](http://www.abundantlifetherapyservices.com)

## ALTS ATTENDANCE POLICY

Due to changes within AHCCCS and DDD, Abundant Life Therapy Services (ALTS) will be implementing an updated attendance policy to monitor and ensure that patients regularly attend their scheduled appointments for an overall successful speech therapy experience. The following attendance policies are effective immediately.

### **Late**

If you are not available when the therapist arrives, the therapist can wait for up to 15 minutes before leaving/cancelling the session. Therapist may choose to wait for the member to become available and work for the remainder of the session, but again are not obligated to do so. If the session is missed, families must reschedule the missed session, or it will be considered a no-show.

### **Cancellations**

We ask that you let your therapist know at least 24 hours in advance if you need to cancel or reschedule an appointment. We do understand emergencies happen but please do the best you can to communicate with your therapist. Reschedules/make-ups are subject to therapist availability.

### **Vacation/Travel**

If your family will be traveling for an extended amount of time (generally 4 weeks or longer) we may have to temporarily adjust or change your therapy appointment unless make-up sessions can be conducted either before or after you return. Sessions may also be conducted via teletherapy.

### **Sick**

If anyone in the home is exhibiting COVID-19, flu-like, or other contagious symptoms please cancel the appointments immediately. Reschedule with your therapist when appropriate.



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### **Discharge**

\*Four (4) consecutive missed (non-rescheduled) appointments within three (3) months.

\*Three (3) no call/no show missed (non-rescheduled) appointments within three (3) months.

\*Inconsistent attendance (frequently late, cancelled, and/or missed sessions).

All the above may adversely affect the member's progress and success in speech therapy. Failure to comply with the attendance policy may result in the lose of current appointment time, therapist reassignment, and/or being discharged from services.

Regular attendance ensures your member will achieve optimum success within their speech and language skills. If your family schedule has changed and you are having trouble committing to the current therapy schedule, contact your therapist to discuss possible change options. Communicate with your therapist regularly to prevent attendance issues.

If you have any questions regarding our attendance policy, please feel free to contact our administrative offices.