

Office Policies

Video Recording

At the initial consultation and on occasion—with your acknowledgment—Creative video records you or your child's interaction with the therapists for use within our practice. Note that we will always inform you before video recordings and you can refuse or terminate them at any time. Since we work as a team, these recordings significantly support our internal discussions and contribute to the ultimate efficacy of our treatments. If you don't ever want us to record, please let us know and we will modify your record to indicate such.

Appointment Responsibilities - Late Cancellation / No Show Fees

At Creative we **plan and prepare for each appointment** prior to the client's arrival. Late cancellations or missing appointments without notice (“no shows”) are disruptive to our therapists and make it more difficult to provide affordable effective services. Missed appointments that are not made up within a week undermine treatment momentum and efficacy.

A **Routine Cancellation** is any cancellation made **more than 24 hours** prior to the appointment time. In the case of an emergency, injury or sudden illness, a **Routine Cancellation** can be made **as late as 8 AM** of the day of the appointment. While there is no fee charged for **Routine Cancellations**, we strongly encourage clients to make them up to maintain **Effective Attendance**.

Effective Attendance is attending **at least 85%** of your scheduled appointments. Inability to maintain an **Effective Attendance** may result in the loss of an ongoing appointment time slot.

A **Late Cancellation** is any cancellation made **less than 24 hours** prior to the appointment time. In the case of an emergency, injury or sudden illness, a **Late Cancellation** is one made **after 8 AM** of the day of the appointment and more than **1 hour before** the appointment. Late cancellations may be made up within a week, otherwise there is a \$50 per session fee that must be paid prior to the next appointment (\$100 for a double session). This fee is **not** covered by insurance.

A **No Show** occurs when **no notification** of a cancellation is given prior to the appointment time or when notification is **less than 1 hour** prior to the appointment time. There is a \$130 per session fee that must be paid prior to the next appointment (\$260 for a double session). This fee is **not** covered by insurance. Two **No Shows** occurring within any 6 month period may result in the loss of a recurring appointment time slot.

Acknowledgment

By signing below client indicates that he or she has read and understood this document: Office Policies.

Client: _____

Parent (if minor): _____

Signature: _____ **Date:** ___/___/___