

NO SHOW / LATE CANCELLATION POLICY

We want to take a moment to explain the no show and late cancellation policy at Pediatric Mindworks Center.

LATE CANCELLATION: Cancelling with less than 24-hour notification to the front office. Exceptions for late cancellation are illness and significant family emergencies.

NO SHOW: When the client has not arrived by 15 minutes after the start time of the appointment (in-person or virtual). Please call the office if there is something unexpected preventing on-time arrival. We will do our best to accommodate but there will be some circumstances where the appointment cannot occur because of the lack of time.

BACK UP OPTION: To minimize the need for cancelling intakes or feedbacks, a virtual option exists and should be used to avoid late cancellation fees. Virtual testing appointments are not available, however.

Given the different appointment types, we use a variable tiered approach for these situations:

Parent/caregiver intake appointment

- First missed appointment fee: \$112 (half the cost of the session)
- Second missed appointment fee: \$225 (full session cost)
- We will not offer a third reschedule.

Testing appointment (usually several hours long)

- First missed appointment fee: \$125 per hour of testing planned (half of the fee per hour of scheduled testing)
- Second missed testing fee: Same as first missed testing appointment.
- We will not offer a third reschedule.

Parent/caregiver feedback appointment

- First missed appointment fee: \$112-125 (half the cost of the session)
- Second missed appointment fee: \$225-250 (full session cost)
- We will not offer a third reschedule but will send the completed report since feedback was not possible.

ILLNESS POLICY

Please do not attend any appointment if you or your child is ill. For intake/feedback appointments, a virtual option is available, but if you (parent/caregiver) are ill and cannot participate, please cancel. For testing, it is imperative that the child is not sick, even if they are getting over something and are deemed not contagious. We cannot assess children who are not feeling well or have any symptom that could interfere with their performance (e.g., cough, sniffle, headache, itchy eyes, poor sleep). There is good reason for this; Imagine having your attention tested when your allergies are flared or you were up all night with a stomachache. We do not want that for your child. Please cancel and we will do our best to reschedule as soon as possible. If we notice that you or your child is ill during the appointment, we will kindly ask you to return home and this will result in a late cancellation fee based on the appointment type.

VIRTUAL APPOINTMENT POLICY

Virtual appointments are available for intakes/feedbacks but should be treated like a standard appointment including on time arrival, distraction-free space, and attention during the session. We cannot conduct virtual appointments if you are driving, shopping, or otherwise occupied. While disruptions happen, we ask that you try to plan ahead to avoid any interference. Please also test your equipment and connection to ensure a smooth video call. If we feel that the appointment is not being effectively completed without disruption or distraction, we may choose to end the session and this will result in a late cancellation fee based on the appointment type.

Please note that these charges are NOT billed to or covered by insurance providers. The fee will be billed directly to the client. Thanks for your understanding and cooperation.