

# **IMPORTANT NOTICE FOR FAMILIES**

## **Evaluation Appointment "No Show" Policy**

*Dear Parents,*

We need your help! Schreiber Pediatric Rehab Center is dedicated to providing your child with the best possible care. However, because a growing number of families have failed to contact us and let us know that they cannot make their scheduled appointment, our Center and services are being directly affected.

All of our therapy departments currently have a waiting list. In some cases, children are waiting four to six weeks in some cases to be seen. If you give us as much notice as possible that you are unable to use your scheduled appointment, we would be able to offer this time to another waiting child, and all of our families could be seen in a much more timely manner.

Because of this issue and the cost to our agency, Schreiber has decided to implement a NO SHOW Policy. If a family misses their center-based evaluation without calling Schreiber to let us know they are unable to keep their appointment, they may be personally charged \$50 for the therapist's scheduled time, not reimbursable by their insurance.

If the family calls to inform us at least 48 hours prior to their appointment to let us know the family has a valid reason for missing the appointment, it will *NOT* apply. If the child becomes ill, please call us as soon as possible so that we can reschedule your evaluation. Please understand that any rescheduling may result in a change of time or therapist.

Because of the *NUMEROUS* "no shows" every department has been faced with, the increasing waiting list to get children in for services, the valuable time wasted for our therapists and the financial loss of tens of thousands of dollars, it was a necessary decision for our agency. By encouraging parents to understand our situation, we can work together to decrease the length of time to get their child in for needed services.

If you have any questions about this issue, please contact the Schreiber Center at 393-0425. Thank you for assistance in assuring that the center can serve all children. We look forward to seeing you!