**Email Template for Calling Out/Unplanned Time out of Office**

Subject Header: All About Speech & Language, No Speech/OT Today, <Date>, Confirm Receipt

Dear \_\_\_\_\_\_\_\_\_\_\_,

Per my phone call this morning, I will unexpectedly be out of the office today. We will follow-up regarding rescheduling opportunities at our earliest availability. Thank you so much for your understanding and assistance in working to reschedule your important therapy appointment.

 Thank you,

**Email Template for Notifying Families of PTO/Planned Time out of Office**

**Email for families who you WILL be able to reschedule:**

Hello,

I hope you are having a wonderful week! I am sending this email to remind you that I will be out of the office 11/8/21 to 11/12/21. Your make-up time is as follows:

Thursday, 11/12/21, 10:00 – 10:30 AM with Miss Therapist

Please let me know if you have any additional questions or concerns. Please confirm receipt of this message, that would be appreciated.

Have a great day!

Best,

**Email for families who you WILL NOT be able to reschedule, copying PS:**

 Hello,

 I hope you are having a wonderful week! I am sending this email to remind you that I will be out of the office 11/8/21 to 11/12/21. Based on the current availability we have on file for your family, makeup times are not available by other team members within this timeframe.

If your available times are flexible for a makeup, please let me know and I will work to arrange possible coverage so your child can continue to get their valuable therapy in my absence! Please let me know if you have any additional questions or concerns.

We will work our best to coordinate around any existing ST/OT appointments. Please be reminded, your attendance at other scheduled appointments is expected especially when receiving both therapy disciplines, as our policy states.Please confirm receipt of this message.

Thank you,

**Email Templates for Anticipation of Discharge**

Hi xx,

 I hope you are having a great day! I am so excited to share with you that xx has already met one of his short-term goals. (YOU MAY ELABORATE ON THAT SKILL/GOAL HERE). I am so proud of his hard work. Please let me know if you have any other speech or language/occupational] concerns you would like to bring to my attention.

Sincerely,

 Therapist

 Hi XX,

 I am reaching out to follow up regarding xx’s progress. He is doing great! He has met most of his short-term goals, and some of his long-term goals as well. **(YOU MAY ELABORATE ON THAT HERE)**. I want to be sure that we are addressing all of your concerns, so please do not hesitate to reach out with any questions. Should you feel that xx has additional areas of need, I would be more than happy to take a look at these areas in our next session. If not, we may soon be looking at graduation from [speech/occupational] therapy!”

Sincerely,

 Therapist

 Hi XX,

 I know we have discussed some of the goals xx has already met, and I am so excited to share with you that xx is very close to meeting ALL of their long- and short- term goals! xx’s hard work, and your additional work with him/her at home, has made all of the difference in helping to make this possible. Your time and attention to working with xx is so appreciated and shows! With that being said, we are nearing graduation from [speech language/occupational therapy]. Based on developmental milestones for xx’s age, he/she is currently achieving these expectations. In the coming weeks, I will provide you with the date of our last session and home practice resources. If you have any additional questions or concerns, please do not hesitate to reach out to me! I would be more than happy to correspond via email, or if you prefer, we can set up a call. I hope you have a great rest of your day! I will see xx at our next scheduled session.

 Sincerely,

 Therapist

**Verbiage to Ask for Reviews:**

Dear \_\_\_\_\_\_\_\_,

Hope this email finds you well! (Insert something positive from therapy with their child. A win or milestone as examples. “I am so proud of \_\_\_\_\_ for graduating from therapy, they have come so far with their \_\_\_\_\_\_”).

We wanted to ask, given your firsthand experience with our company and the positive feedback we have received from you, would you be able to take a few minutes to share your thoughts by reviewing our company and therapy experience on Google, Facebook, and Yelp.

You can access a Google review by simply googling "All About Speech & Language" (clarify which office to search for S. Tampa vs. Valrico) and then on the right-hand side of the browser window where the company name and maps comes up, you can click on "write a review" and then leave one there. You are also able to add a star rating here as well!

For direct access, please click the links below:

[South Tampa Google Review Link](https://www.google.com/search?q=all+about+speech+and+language+south+tampa&rlz=1C1VDKB_enUS973US973&oq=all+about+speech+and+language+south+tampa&aqs=chrome.0.69i59j46i175i199i512j69i57.5218j0j7&sourceid=chrome&ie=UTF-8#lrd=0x88c2c36272d6d171:0x7e881649303c527c,3)

[Valrico Google Review Link](https://www.google.com/search?q=all+about+speech+and+language+valrico&rlz=1C1VDKB_enUS973US973&sxsrf=APq-WBsnwVzSVrzXcOso4ikRnSs8aFwvQg:1649957088472&ei=4FhYYoXCHNybwbkP_4uI4AI&ved=0ahUKEwiFspyRiZT3AhXcTTABHf8FAiwQ4dUDCA4&uact=5&oq=all+about+speech+and+language+valrico&gs_lcp=Cgdnd3Mtd2l6EAMyBAgjECcyCwguEIAEEMcBEK8BMgIIJjIFCAAQhgMyBQgAEIYDOg0ILhDHARCvARCwAxAnOgcIABBHELADOgoILhDHARCvARAnOgsILhDHARCvARCRAjoRCC4QgAQQsQMQgwEQxwEQ0QM6CwgAEIAEELEDEIMBOgUIABCABDoOCC4QgAQQsQMQxwEQ0QM6BAgAEEM6DgguEIAEELEDEMcBEKMCOgsILhCABBCxAxCDAToQCC4QgAQQhwIQxwEQrwEQFDoICC4QgAQQsQM6CwguELEDEIMBENQCOgsILhCABBCxAxDUAjoICAAQgAQQsQM6DgguEIAEELEDEMcBEK8BOgUIABCxAzoFCAAQkQI6BwgAEIAEEAo6BwgjELACECc6CgguEMcBEK8BEA06BAgAEA06BggAEBYQHjoICAAQFhAKEB5KBAhBGABKBAhGGABQxQZY_DFg_TJoBXABeACAAYABiAGjHJIBBTI0LjE0mAEAoAEByAEJwAEB&sclient=gws-wiz#lrd=0x88c2d1e40bdecc6f:0x11cb502a33143b79,3)

You can find us on Facebook by searching us if you already follow us, or by clicking here:<https://www.facebook.com/AASLTherapy>

You can also find us directly on Yelp here: [https://www.yelp.com/biz/all-about-speech-andlanguage-riverview](https://www.yelp.com/biz/all-about-speech-and-language-riverview)

Please let me know if you have any questions! We would greatly appreciate you sharing your experience with our company and your therapist(s) on our team. We know it means so much to families searching for therapy providers as they relocate or are beginning their own journey with finding a therapy provider for occupational and/or speech therapy. It means so much to us and we are so grateful for the positive feedback. Your public review is one of the greatest compliments we could get as we strive daily to make a difference in the lives of as many children and families as possible in our local community!

Thank you so very much again!

<Your name>

**Last minute Cancellations/No Shows**

If the family contacts the therapist directly to report an absence, the **therapist is to respond**, “**Thank you, I will forward this message to the front desk for rescheduling.”**

 \*\*Otherwise, notify Front Desk and they will handle.