**Therapist Attendance Procedure**

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# UNPLANNED TIME OFF (Unplanned PTO)

If therapists are going to be out of the office due to illness, family emergency, transportation issues, unforeseen circumstances, etc.:

Immediately notify your Clinic Manager (CM) either before 9:00 PM the night before your absence or the morning of no earlier than 5:30 AM and no later than 7:00 AM. If you do not inform of your absence before 7:00 AM, you will be responsible for contacting your 8:00, 8:30, and 9:00 AM clients to notify of cancellation.

If CM is out, notify the other office CM.

If both CMs are out, notify the Clinic Director.

CM will communicate to Front Desk Receptionist, Clinic Director, and Human Resources Director as this concerns Dominion and PTO follow-up based on your communication regarding the duration of your time out of the office.

CM will look to see if any other therapist is able to cover those clients. If so, CM will immediately notify the respective therapist. CM will notify front desk and upper management.   
  
If 8, 8:30, or 9:00 am coverage is unavailable, CM will send text through Raintree to cancel the appointment.

If 8, 8:30, or 9:00 am client **can** be covered by another therapist:

a. CM will move the client in Raintree.  
b. CM will text the covering therapist if a client is moved onto their schedule.

Front Desk will contact families with appointments 9:30 and on

The therapist needs to check in with their CM no later than 3:00pm to confirm their intent to return to work the next business day.

If it is expected that the therapist will be out of the office for multiple days (i.e. COVID, flu, etc.), Front Desk will immediately cancel future appointments in Raintree to prohibit text reminders from going out.

# PLANNED TIME OFF (PTO)

When Planned Time off is known, please follow the steps for Requesting PTO and submit your request in Dominion at least 30 days prior.

For all planned time off, whether PTO, Short Term Disability, office closures, etc., please cancel all appointments during the time span you will be out (as a precaution to prevent the RT reminder texts from firing off and creating confusion). Also, reserve all open time using the “VAC” reserve time option in Raintree.

Operations Director will put out a sheet near kiosk with expected absence dates at the end of each month for the upcoming month.

At least three weeks out or as soon as the time off is approved:

Therapist will verbally notify families they are out and to coordinate with FDR at the conclusion of their session.

FDR will look to see what is available for coverage and reschedule appointments in the moment at the conclusion of the session.

Any PTO that is requested with less than 30 days’ notice, the therapist will be responsible for coordinating reschedules and coverage with the patient scheduler.