**Client Attendance Procedure**

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# Client Driven Cancellations & Reschedules

1. When a client cancels or needs to reschedule (r/s) a scheduled appointment, including sickness, appointment conflicts, transportation issues, etc., FDR is responsible for rescheduling.
2. If a therapist is contacted directly by a family, the therapist will direct the family to the Front Desk, unless in the case of FDR being out of office, therapist can complete r/s during their wrap up.
3. If you are canceling an appointment in Raintree, ensure the cancellation reason is indicated.  If you select “Other Reason,” then a typed description is required.
4. FDR will work within the parameters of 8.5-hour days and 30-hour weeks for scheduling caps for full-time therapists.  Coverage for other clinicians cannot be turned down unless approval is attained through your respective CM. Therapists can communicate if they desire to increase their cap to earn bonuses.
5. Reschedules are entered in Raintree as follows:
   1. Move the current appointment from the permanent scheduled time to the confirmed rescheduled time.
   2. In the client’s original slot, “Reserve Time”, and select REGLR (Normal Tx Time) as the Default Type.  Enter the entire time and state the child’s first initial, last name, and the date and time that it was moved to:  
      i.e.  J. Doe, r/s 12/28, 9:30-10:30.
      1. In the new appointment, edit it, and make note:  
          “R/S from 12/21, 8:30-9:30”.
6. The goal for canceled clients is to reschedule missed appointments that same week, with a deadline to confirm with the family a rescheduled day/time by end of business each week. This does not mean an appointment from previous weeks cannot be rescheduled by a therapist afterwards.
7. In the event of a cancellation with less than 24 hours’ notice without a valid reason (i.e. sickness, no transportation, emergency), whoever marks the appointment as cancelled is responsible for applying the cancellation fee.

# No-Show Appointments

1. Front desk will **not** call families the same day who have missed an appointment. The only exception is for an Initial Evaluation of a new client to AASL.
2. Therapist is to apply fee for no show, which equates to the full amount of the appointment.
3. At the start of each business day the FDR will review the previous business day’s “Appointment Cancellation Report” in the EMR system to review appointments noted as no-shows.
4. For any first no-show appointment, FDR will email the parent(s) the next business day (blind carbon copying (BCC) Treating Therapist, Finance Division Manager, and the Client Services Manager). Add all communication to the communication log. The body of the email is as follows:
   1. \*\***Therapist Note regarding this email:**  If a family questions a therapist about any such fees accrued, or about the email itself, the therapist should redirect the conversation to maintain focus on the treatment session: “My primary responsibility is treatment for your child.  I don’t have any authorization over billing or other business matters.  If you have any questions or concerns, please reach out to our Front Desk Receptionist who will direct you accordingly.”

*Subject Header of the Email:  AASL Attendance, Response Required by \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Good day,*

*We missed you at <child’s name> last therapy appointment!  First and foremost, we want to make sure you and your family are doing alright.  We value you as a client and an extension of the AASL family and certainly have your best interest at heart!  Please let us know if there is something impacting your ability to keep your scheduled appointments as we are happy to do whatever we can on our end to support attendance of your scheduled appointments and ultimately your child’s continued growth!*

*This is a reminder that per our therapy policies, “Two missed appointments without notification will result in forfeiting your treatment time.  We cannot guarantee that your original therapy time will be available upon rescheduling to resume therapy.  Furthermore, for each no-show appointment, you are charged $65 for 30 minutes and $115 for 60 minutes.”  Your last appointment’s no-show charge has been added to your balance; please plan to pay our front desk receptionist prior to or at your next scheduled appointment.*

*If your child’s current appointment time is not working for your family, it is your responsibility to notify the front desk receptionist of the need to look at a different day and/or time. We work hard to accommodate the scheduling requests of all our families and when a family does not show up for their appointment, this is a missed opportunity for another child to receive therapy. Your courtesy is appreciated and expected.*

*Attached is your appointment card for reference. We want to make sure you are receiving the text message reminders 24 hours in advance of your appointment.  If you are not receiving this message, please let me know.  Please confirm understanding of this email upon receipt.*

*If this email has mistakenly been sent due to previous communication with your therapist, or another AASL employee, regarding the forewarned cancellation of this appointment, please let us know and we will correct our system accordingly.*

*Should you have any questions, please contact us immediately at 813-616-4004.*

*Sincerely,*

1. A second No Show will result in FDR notifying Client Services Manager, copying treating therapist(s). The Client Services Manager will follow up with treating therapist(s) to get any information on the client and their attendance.
2. **The Client Services Manager** will send the family the following email, blind carbon copying (BCC) the treating therapist(s) Note:  The deadline is set at no more than 3 business days from the no-show. Ensure you add all communication with the parent to the communication log.
3. No show appointments will not be rescheduled (it will not show history of # of no-shows in Raintree).  The fee is to be paid and attendance monitored.

**Subject Header of the Email:  AASL Attendance, Response Required by \_\_\_\_\_\_\_\_\_\_\_\_***Good morning/afternoon,*

*We hope this email finds your family well!*

*In reviewing attendance records, it has been reported that \_\_\_\_\_\_\_ (client’s name) has had two No-Show appointments on\_\_\_\_\_\_\_ (dates). Our records indicate that by signing the policy, you have agreed to and understand our No-Show policy including the following: “Two missed appointments without notification will result in forfeiting your treatment time.”*

*As we have communicated from the beginning of our relationship, attendance is imperative for successful therapy for your child. Below are three options for moving forward. Please pick what best meets the needs of your family currently.*

1. *Revisit your schedule with the Patient Scheduler to develop a schedule that you can adhere to, agreeing to reschedule if you cannot make your designated new therapy time.*
2. *Put your family on a Flex Schedule whereby you contact the Front Desk Receptionist each week to schedule your weekly appointment based on your availability and that of any of our skilled therapists.*
3. *Discontinuing therapy until your family can commit to a permanent schedule in the future.  Your case will be closed for the time being, and it will be your responsibility to contact us to re-establish therapy services.*

*If you choose to revise your current treatment time or go on a flex schedule and over four weeks you have demonstrated consistency with showing up to your child’s treatment session, it will be considered to move their appointment back to its original times if it's still available.  Note, given this parameter, it will be your responsibility to request to go back to your original relinquished time; please let your therapist know.*

*Please contact our Front Desk Receptionist at 813-616-4004 to inform her of your decision and to pay your fee(s). Fees must be paid before resuming any treatment sessions.*

*Please respond back to this email (within 3 business days from date of no show).  If we do not receive a response by this deadline, therapy services will be suspended, effective immediately, and your child will be removed from their current therapist’s schedule.*

*We are hopeful we can develop a plan that supports your child’s ability to receive their needed therapy and improves your family’s therapy attendance moving forward.  Please know that we never take this correspondence lightly; however, we must ensure we provide therapy to families that take it as seriously as we do and that we continue to support your child and the many others in need who are waiting to secure time with our team.*

*Sincerely,*

1. If the family responds by the deadline, the Client Services Manager will ensure that everyone BCC on the above email knows and will report response.
2. If the family DOES NOT respond, the Client Services Manager will confirm such with the Operations Director.  Any appointments missed from the time of the email to the deadline will be coded AASL Mandated Cancel, and any appointments after the deadline will be deleted by Patient Scheduler.
3. The Operations Director will attempt to call the family to ensure receipt of previous emails.  If no response within 2 business days, Operations Director will mail a letter to the family with a tracking number to ensure receipt, to communicate the following:
   1. The patient will be removed from the schedule, effective immediately.
   2. Confirm any balance due and expectation surrounding such, including notification about collections, if applicable.
   3. This letter will be drafted at the discretion of the Operations Director based on the individual circumstances of the family; but, with the overall message to remove from a permanent schedule and to address issues surrounding any balance due.

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# Poor Client Attendance

1. FDR will run a report every 6 weeks (see calendar with set times) and indicate any clients FDR feels is out of compliance with AASL attendance policy (2 or more cancellations in a 6-week period with the attempt to reschedule). This excludes illnesses, family emergencies, or transportation issues, and therapist driven cancellations.
2. FDR will meet with CM to review clients out of compliance.
3. CM will then take the following steps to follow up with families accordingly:
4. Send an email to the clients out of compliance, BCC the treating therapist, FDR, and Operations Director. See email below.
5. Ensure you add all communication with parent/client into the communication log.

*Hi\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,*

*In reviewing our quarterly attendance report, your accounts were listed as having more than two cancellations that were not subsequently rescheduled.   As you have previously signed, AASL’s policy is to attend at least 80% of your scheduled appointments.  We are committed to maintaining your child’s attendance as it is intended to support continued progress towards your child’s goals.  We are always happy to work with you to get cancelled appointments rescheduled ahead of your pre-arranged absence, or in the weeks following should your cancellation be unexpected.*

*Please let us know if you need us to revisit your scheduled therapy times to ensure they work best with your family’s needs.  It is our #1 goal to make a difference in every child’s life we encounter; thank you for helping us do this with your child!*

1. If clients are still out of compliance the next 6-week period following initial email, CM will send the following email template:

*Hi\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,*

*In reviewing our quarterly attendance report, your account was listed as having more than 4 cancellations that were not subsequently rescheduled over the last 3 months. We previously followed up with you on \_\_\_\_\_\_\_\_.   As you know, AASL’s policy is to attend at least 80% of your scheduled appointments.  We are committed your child’s attendance as it is intended to support continued progress towards your child’s goals.  If your child’s attendance continues to be below 80%, your scheduled time will be forfeited and you will be placed on a flex schedule.*

*Please let us know if you need us to revisit your scheduled therapy times or move to our flex schedule option to ensure they work best with your family’s needs.*

*It is our #1 goal to make a difference in every child’s life we encounter; thank you for helping us do this with your child!*

1. If clients continue to be out of compliance for a 3rd time over another 6-week period, CM will send the following email template BCC’ing FDR, treating therapist, and Executive Council including the following:

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

*Your child has been listed as being out of compliance with AASL’s attendance policy. Your child’s scheduled therapy appointments have been removed from our schedule. We do have another option that may work better for your family at this time.  It is called our flex schedule option and it works as follows: you would call our office (813-616-4004) on Monday morning and provide our receptionist with your availability for the week and we would work hard to get you scheduled that same week.  If you demonstrate commitment and excellent attendance to our flex schedule option for one month, we can revisit looking at a permanent schedule time if you are interested in doing so.*

*Our Front Desk Receptionist has been informed of this communication and looks forward to hearing from you to start a flex schedule!*

*Thank you,*

1. The CM will be in contact with the treating therapist around communication to continue to educate families on coming to session, etc.
2. Each client's attendance resets with the calendar year.