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Vision Therapy Attendance and Late Arrival Policy

We set aside a specific day and time for you or your child's vision therapy sessions. Individual therapy activities are specifically programmed for each patient for each session. Dr. Gallaway, Dr. Beckett, and our staff are prepared to make each session effective and engaging so as to resolve the visual disorder as efficiently as possible. Missed appointments jeopardize our ability to achieve the best results with you or your child.

For these reasons, our office has the following policies on missed sessions and late arrivals for sessions:

- 1) We ask that you give us at least **24 hour notice** for appointments that need to be missed due to vacation or all other conflicts. In case of illness, we request that you call our office by 9AM the day of the scheduled session. If we do **not** receive this notice, you will be charged for the session, and there will be no opportunity to make up the session.
- 2) When we **do** receive appropriate notice that an appointment must be missed, we are happy to offer you the opportunity to make up the missed session. This can be done by attending a session at a separate time and day from your regularly scheduled session, that is convenient for you and where we have an opening in our schedule. We cannot administer refunds for missed appointments, however. A three week window will be available after the missed appointment during which the missed session can be made up. If it is not made up during that time, you will not be able to make up the appointment. Sessions **cannot** be added to the end of the recommended vision therapy time as a makeup.
- 3) All scheduled vision therapy sessions will be charged to your account even when the appropriate notice has been given. We allow 1 visit for vacation each 3 month period without rescheduling if you provide us with 1 week notice, but rescheduling is preferred.
- 4) **Late Arrival Policy:** We start and end vision therapy sessions on time. If you arrive late, please call the office number or alert our therapists by knocking on the vision therapy room door on the side of the building. If you are late, please be advised that your session will still end at the designated time, as we cannot compromise the time of the patients scheduled after you. If you would like to reschedule for a full 45 minute session, please talk to Pat or Eileen at the front desk.