



Bizzy Bees Therapy LLC at The Ability Institute

Attendance & Scheduling Policy – 2026

I. Purpose & Policy Statement

At Bizzy Bees Therapy LLC at The Ability Institute (*The Ability Institute*), every therapy appointment is intentionally reserved for your child’s individualized plan of care. Our organization utilizes a highly personalized scheduling model designed to support therapeutic consistency, interdisciplinary collaboration, clinician preparation, and meaningful developmental outcomes.

This policy exists to:

- protect continuity of care,
- support successful therapeutic outcomes,
- preserve access to services for families waiting for care,
- maintain fairness across all families,
- and sustain the individualized care model central to our mission and values.

This policy should be reviewed alongside the organization’s *Family Care Philosophy Handbook* ([☰ 26 - Philosophy of Care, Intervention Planning, & Transition Model](#)) which explains the clinical rationale, developmental philosophy, and family partnership model supporting these attendance, scheduling, and care planning expectations.

We recognize that emergencies, illnesses, and unexpected life circumstances occur. Our goal is always to approach families with professionalism, compassion, and collaboration while also maintaining consistency and fairness across the organization.

II. Communication Regarding Scheduling

All scheduling-related communication, including:

- cancellations,
- rescheduling requests,
- vacations,
- attendance concerns,



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- and schedule modifications

must be communicated directly with the Care Coordination Team through:

- phone call (401-228-2186),
- Voicemail (see above),
- or email (info@bzbeestherapy.com)

Communication regarding scheduling matters should not occur via the organization's texting platform as this platform is not monitored by all staff. Additionally, communication directly through clinicians should **NOT occur**, as clinicians are responsible for direct patient care and do not independently manage scheduling operations.

III. Cancellation of Follow-Up Treatment Sessions

If your child is unable to attend a scheduled therapy session, we request a minimum of 48 hours notice whenever possible.

When appointments are canceled with limited notice, it is often not possible to offer that appointment time to another child in need of services. In addition, clinicians dedicate significant preparation time toward individualized treatment planning, equipment preparation, interdisciplinary collaboration, and documentation review in advance of treatment sessions.

The following fee structure applies to follow-up treatment appointments:

- a. Cancellations Greater Than 24 Hours but Less Than 48 Hours Notice**
 - i.** Appointments canceled with greater than 24 hours but less than 48 hours notice will be subject to a fee equivalent to 50% of the contracted treatment session rate.
- b. Cancellations Within 24 Hours**



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- i. Appointments canceled within 24 hours of the scheduled appointment time will be subject to a fee equivalent to 75% of the contracted treatment session rate.
- c. *No-Show Appointments***
- i. Failure to attend a scheduled appointment without notice will result in a fee equivalent to 100% of the contracted treatment session rate.
 - ii. Repeated no-shows or ongoing attendance inconsistency may result in reassessment of recurring scheduling needs and potential reassignment of the recurring appointment slot to another patient.
- d. *Telehealth Option***
- i. When clinically appropriate and permitted by payer guidelines, families may be offered the opportunity to transition a scheduled appointment to telehealth in order to preserve continuity of care and avoid cancellation fees.

Insurance Clarification: Fees associated with late cancellations, missed appointments, or no-show visits are the responsibility of the caregiver and are not billable to insurance.

IV. Evaluation Appointment Policy

Evaluation appointments are among the most limited and highly coordinated services within our organization.

Prior to your child's appointment, our team invests significant time into:

- review of intake documentation,
- physician documentation and communication,
- specialist documentation and communication,
- insurance verification and authorization,
- interdisciplinary preparation,
- financial estimate preparation,
- and individualized evaluation planning.



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Because evaluation appointment availability remains extremely limited within the community, the following policies apply:

a. Evaluation Cancellations Within 48 Hours

- i. Evaluation appointments canceled within 48 hours of the scheduled appointment time will be subject to a fee equivalent to 100% of the contracted evaluation rate.

b. Rescheduling Evaluations

- i. Repeated evaluation rescheduling may result in the evaluation being returned to the waitlist in order to prioritize families who are prepared to proceed with services.

c. Rescheduling Within 48 Hours

- i. Rescheduling an evaluation appointment within 48 hours of the scheduled appointment time does not waive the applicable cancellation fee.

Insurance Clarification: Evaluation cancellation fees are the responsibility of the caregiver and are not billable to insurance.

V. Rescheduling Follow-Up Treatment Sessions

When availability allows, families may request to reschedule missed treatment sessions.

a. Same-Week Rescheduling

- i. If a canceled appointment is successfully rescheduled and attended within 7 calendar days, the associated cancellation fee may be waived.
- ii. Rescheduled appointments are dependent upon therapist and clinic availability and cannot be guaranteed.

b. Repeated Rescheduling Patterns

- i. Repeated cancellation and rescheduling patterns that significantly impact continuity of care, clinician scheduling, or clinic operations will result in:
 1. assessment of a fee equivalent to 100% of the treatment session,



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2. reassessment of scheduling needs,
 3. limitation of rescheduling flexibility,
 4. transition to alternative scheduling models,
 5. or reassignment of recurring appointment times.
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VI. Illness, Emergencies, & Extenuating Circumstances

We recognize that illness, emergencies, and unexpected life events occur. This is why our policy builds in the flexibility of the following courtesies:

a. Quarterly Courtesy Cancellation

- i. Each child will receive one (1) courtesy cancellation per calendar quarter that may be used for unexpected illness or emergency situations without assessment of a cancellation fee.
- ii. Calendar quarters are defined as:
 1. January 1 – March 31
 2. April 1 – June 30
 3. July 1 – September 30
 4. October 1 – December 31

b. Extenuating Medical Circumstances

- i. Families are encouraged to notify the Care Coordination Team regarding significant medical events, hospitalizations, or extenuating circumstances so that appropriate accommodations and scheduling modifications can be considered whenever possible.
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VII. Attendance & Consistency Expectations

Consistent attendance is essential for meaningful therapeutic progress and continuity of care.



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Children who are frequently absent, repeatedly rescheduled, or unavailable for scheduled appointments may experience reduced therapeutic effectiveness and difficulty progressing toward established goals.

a. Recurring Appointment Expectations

- i. Recurring therapy appointments are reserved specifically for each child's individualized plan of care. Families are expected to utilize these appointments consistently.

b. Attendance Threshold

- i. If a child is unavailable for greater than 50% of scheduled appointments during a treatment period, recurring scheduling needs may be reassessed and families may be asked to provide updated availability more aligned with current scheduling needs.
- ii. This includes:
 1. cancellations,
 2. rescheduled appointments,
 3. and missed visits.

c. Reassignment of Appointment Times

- i. Ongoing attendance inconsistency may result in reassignment of recurring appointment times in order to:
 1. support more effective continuity of care,
 2. maintain fairness across families,
 3. and preserve access to highly requested appointment times for children actively waiting for services.
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VIII. Scheduling Changes & Holds

Families may request schedule modifications at any time through the Care Coordination Team.

However, The Ability Institute cannot guarantee:



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- specific appointment times,
- specific clinicians,
- stacked scheduling,
- or immediate scheduling changes.

a. Waitlist Placement

- i. If requested scheduling needs cannot be accommodated immediately, families may be placed on the scheduling waitlist until appropriate availability becomes available.

b. Extended Holds

- i. Except in cases involving significant medical events, hospitalization, surgery, or other approved extenuating circumstances, *The Ability Institute* is unable to hold recurring treatment appointments for periods exceeding four (4) consecutive weeks.
- ii. Children requiring extended absences may need to transition back to the scheduling waitlist upon return.

c. Seasonal Scheduling Changes

- i. Summer and seasonal scheduling changes are accommodated whenever possible based upon clinic availability. However, school-year appointment times cannot be guaranteed following temporary summer scheduling adjustments.
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IX. Tardiness Policy

Therapy sessions are carefully structured and scheduled in order to maximize clinical effectiveness, maintain clinic flow, and support transitions for all families receiving services.

Because appointments are scheduled consecutively, late arrivals reduce available treatment time and may impact subsequent families throughout the day.

a. Late Arrival Thresholds



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- i. Families arriving:
 1. more than 15 minutes late for a standard appointment,
 2. or more than 10 minutes late for a 30-minute appointment

will be asked to reschedule the appointment and will be subject to the applicable cancellation fee.
 - b. **Session Length**
 - i. *The Ability Institute* is unable to extend appointment times due to late arrival, as subsequent sessions are scheduled concurrently throughout the day.
 - c. **Repeated Tardiness**
 - i. Consistent tardiness will result in reassessment of scheduling needs, request for updated appointment availability that better supports timely attendance, and potential reassignment of your ongoing treatment slot.
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X. Acknowledgement

By signing below, I acknowledge that I have reviewed and understand the Bizzy Bees Therapy LLC at The Ability Institute's ***Attendance & Scheduling Policy*** and understand that these policies exist to support:

- continuity of care,
- therapeutic consistency,
- fairness across families,
- clinician preparation,
- and meaningful developmental outcomes.

I understand that:

- cancellation and no-show fees are my financial responsibility and are not billable to insurance,
- recurring appointment times are reserved specifically for my child's plan of care,
- ongoing attendance inconsistency may result in reassessment or reassignment of recurring scheduling needs,



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- and all scheduling communication must occur directly with the Care Coordination Team.

Patient Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Last Updated: May 2026