

FIESTA PEDIATRIC THERAPY, INC

We are pleased that you have selected Fiesta Pediatric Therapy to provide your child's therapy needs. We are committed to providing your child with the highest quality of care.

Below you will find some of our pertinent policies and procedures. Please carefully read the following information and sign these forms to the front office. We have found that a clear understanding of the following information fosters a positive working relationship.

Contact Information:

Phone: 602-265-4124 Fax: 602-248-8843

Message can be left 24 hours a day and will be returned as soon as possible.

Billing questions and concerns should be directed to our Billing Department: at 602 265-4124

Check In:

Please sign in at the beginning of each session. Your therapist will then be notified of your arrival. If you are waiting more than 5 minutes past your appointment time please notify the front desk.

Treatment Sessions:

Treatment sessions are either a 53-minute hour or a 30-minute ½ hour. This allows a brief time to talk to the parent, write a quick note and be on time for our next patient. We ask that you respect of the next patient's time. If you require additional time at the end of the session, please speak with your child's therapist to request this before therapy begins. You are welcome to attend your child's therapy session. If sibling must also attend, please provide activities from home as our toys are for therapeutic use only. Please do not plan on leaving the office as it is an insurance liability and therefore parents must stay on Fiesta Pediatric Therapy premises while their child is being seen each and every visit.

Waiting Room:

You are welcome to wait in the lobby during your child's session. We ask that you leave food and beverages outside. You are responsible for the supervision and behavior of your children- running and fighting will not be tolerated. Our facility is a PENUT FREE facility.

Cancellation Policy:

Commitment to your child's established therapy schedule will facilitate their progress. We ask that if you need to cancel an appointment please notify the office as soon as possible, as there are children on the waiting list that are willing to come on a cancellation basis. Please note the following:

- ✓ 24-hour business cancellation notice is required
- ✓ If you are cancelling for any reason, please let the front desk know
- ✓ In case of sickness, please cancel no later than 9:00AM on the day of your appointment.
- ✓ A confidential message can be left 24 hours a day on our voicemail line
- ✓ Two "No shows" will result in the forfeiture of your child's weekly therapy appointment slot- you can continue to come on a one time appointment basis
- ✓ A \$50.00 charge will result be assessed to your child's account if these guidelines are not followed if you are private insurance/self-pay clientele

NOTE: We are unable to guarantee your child's standing appointment during extended vacations of more than two weeks. If you know in advance that you will need to cancel an appointment, please let the front desk know as soon as possible.

PARENTS PLEASE DO NOT PARK ACROSS THE STREET AT THE LAWYERS OFFICE; THEY WILL TOW YOUR CAR!!