To: AICCD Clients

From: Crystal Silverstein, DDD Billing Manager

Date: Effective Immediately

**Re: Cancellation Policy**

Dear Client:

Due to an increasingly large number of last minute cancellations, AICCD is implementing a new cancellation policy effective immediately.

Cancellations must be made at least 48 hours in advance. Please note that we have a large number of clients who need to be seen, and a missed appointment is a missed opportunity for someone else.

Also, due to a high demand for speech therapy, if you have two unexcused absences, you will be taken off our schedule permanently. In compliance with DDD policy, missed scheduled appointments must be made up within 6 days. With respect to making up appointments beyond the 6 days allowed by DDD, they will be allowed only for illness with a note from your child's doctor. Only two excused absences will be permitted within a six-month timeframe.

Thank you so much for your support and understanding!

Crystal Silverstein

DDD Billing Manager

CC: Mary Jane Trunzo, M.A. CCC-SP

Patient/Parent Signature