



# Piedmont Music Therapy

## Client Treatment Rights & Responsibilities Policies

### Therapy

Therapy will consist of 30-minute sessions: 25 minutes for treatment and 5 minutes for sanitization, clean up and questions. (For 45-minute sessions: 40 minutes for treatment and 5 minutes for sanitization, clean-up and questions.) Therapy will be scheduled based upon the needs of the client.

### Attendance Policy

Regular attendance of weekly or bi-weekly treatment sessions is ideal for improving goal areas.

- **Cancellations:** Therapist should be given 24-hour advance notice regarding emergency related cancellations, i.e. missed school or work due to sickness or vehicle accident. Therapists must be notified via their cell phone number or main office. This advance notice will allow for scheduling make-ups as needed and scheduling other appointments who may be seen on a cancellation basis. Failure to give 24-hour notice as outlined above will result in a “No Show” fee being assessed on the client’s account as outlined in the Financial Responsibilities Policy.
- **“No Shows”:** Please be aware that therapy may be discontinued if there is a pattern of cancellations or “No Shows.”
- **Tardiness:** If you will be late for your appointment, notify your therapist via a phone call as soon as possible. In this event, please understand that the appointment ends as originally scheduled. Your therapist will wait at least ten minutes after the scheduled appointment time, before declaring the appointment a “No Show.”

### Illness

If a client is not feeling well within 24 hours of scheduled appointment, please notify the therapist to schedule a makeup session per availability or receive a canceled invoice.

**Please contact us regarding treatment questions:**

Piedmont Music Therapy,  
Charlotte, NC 28273  
803.206.2044  
[www.piedmontmusictherapy.com](http://www.piedmontmusictherapy.com)



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## **Financial Responsibilities Policy**

### **Private Pay:**

Music Therapy Treatment: Payment for each appointment will be electronically paid in full when services are rendered. If payment is not made in full at that time, a 10% late fee will be added to the invoice and itemized accordingly within 10 business days. Electronic payment is required.

Music Lessons: Payment in full is due at the first lesson of the month. Electronic payment is required.

**Other 3rd-party Funding Sources:** Electronic payment is required. It is the family's responsibility to provide Piedmont Music Therapy with the proper billing and contact information for the payer. The family agrees to pay for any outstanding balances not covered by the payer.

### **"No Show" Fees:**

Please refer to attendance policies for guidelines of cancellations. "No Show" fees for individual or group clients plus music students in lessons: full regular rate per missed appointment.

### **Please contact us regarding billing questions:**

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