



# Piedmont Music Therapy, LLC

## 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

- **Cancellations:** Therapist should be given 24-hour advance notice regarding cancellations. 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 or lessons 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 session a “No Show.”

### Illness

The PMT COVID-19 Screening Questionnaire will be conducted at each in-person appointment for current health care precautions. Additionally, if the client is not feeling well within 24 hours of scheduled appointment, please notify the therapist to schedule a makeup session per availability.

*For services in a home:* Refer to the PMT COVID-19 Screening Questionnaire and if any member of the household has a contagious illness (flu, stomach virus, strep throat, etc.), please inform your therapist so that they may attempt to schedule a makeup appointment.

**Please contact us regarding treatment questions:**

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