

PROFESSIONAL VOICE CARE CENTER

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Cancellation Policy

Welcome to the Professional Voice Care Center! As you know, a great deal of time is being invested to design the most efficient individualized program to meet your needs from a medical, musical, and/or therapeutic standpoint. Therefore, please invest a few moments to read the Center's policy regarding cancelled sessions.

If you have a speech/voice problem, you know that it probably did not occur overnight. It will take time and effort to reduce or eliminate it. Even if your voice is healthy, you must make a long-term commitment to fully develop your skills. Since consistent attendance at scheduled sessions is essential for significant progress, cancellations for anything but serious illness should be avoided.

However, if there is a necessity to cancel, you **MUST** call the office at (516) 433-1822, **at least a full 24 hours in advance**. If you wake up ill on the day of your session, please call the office before 8 A.M., or as early as possible, to be considerate of others waiting for a session. If you are sick the day before your session, and you think you may still be ill the next day, it's better to cancel early on the day before your session, so that we can offer your time slot to someone else.

In the event that you do not cancel your session appropriately as stated above, you are required to pay the full fee for your session (not just the copay). Not giving ample notice is a great inconvenience, as you are depriving other clients of that time slot. It is a waste of professional time, effort, and expense, and is inconsiderate of other waiting for an appointment. It is disrespectful to Karen Sussman and the staff of Professional Voice Care Center.

If you have any questions regarding the above policy, please feel free to contact the Center. Thank you for your cooperation in this important matter.

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ATTENTION ALL CLIENTS:

Effective immediately, the 24-hour cancellation policy will be **strictly enforced**. If you cancel your appointment the same day, you will be charged the **full price** for your session out-of-pocket (**not** just your copay). Until this is paid, you will not be able to take another session. (Same day illness **is** an acceptable excuse, but you still must call). If you're ill the day before your session, please call early to cancel.

If you have after-school rehearsals, carpool problems, or other schedule constraints, please plan accordingly. You must be considerate of other clients who are waiting for time slots.

Thank you for your cooperation.

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WAITING LIST POLICY

If you would like an appointment for a particular week where there is none available, you can request to be placed on the cancellation/waiting list. You must provide us with the days and times you are interested in.

If an appointment becomes available during a time you have indicated, we will call you and offer you the appointment. If we are not able to reach you, we will leave a message; *however, WE WILL CONTINUE TO CALL OTHERS ON THE LIST.* It is to your benefit to return our call as soon as possible as we will give the appointment to the first client who indicates they can take it. It is helpful to the office staff if you return our call, even if it is to turn down the appointment. That way we will know that you have received the message. If no one responds to our messages, we are not sure whether or not to try you again.

This policy can be VERY effective if everyone is conscientious. It is in everyone's best interest to return our calls at your earliest convenience. Remember that the office staff is only in between the hours of 9:30 A.M. and 2:30 P.M., Monday through Friday. Calls made during other hours will be answered by voicemail and returned the next business day.

Thank you to all for your cooperation!