

ATTENDANCE INFORMATION

FOR YOUR PEDIATRIC THERAPY APPOINTMENTS

Patient Illness

For the safety of other children and our staff, please do not bring your child to therapy if your child is ill. If your child is ill, please call 701.780.2477 to cancel your appointment as soon as possible. We do ask for at least 24-hour notice of cancelations but realize an illness can occur last minute. Below are the guidelines to assisting you in deciding whether or not your child should attend the therapy appointment.

Please Note: if a child arrives and/or is brought to pediatric therapy and is believed to be ill and/or contagious, the guardian will be contacted and responsible for picking up the child immediately.

Children should be kept at home if they have any of the following:

- Positive COVID result.
- Covid Exposure within the last 10 days and unable to wear a mask for the entire therapy session.
- Ear/Oral Temperature of 100.4 or higher, rectal temperature of 101.4 or higher, or underarm temperature of 99.4 or higher, in the past 24 hours.
- “Pink eye”, redness of the eye and/or lids, usually with yellow discharge and crusting.
- Bronchitis, which begins with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful but gradually becomes productive.
- A rash you cannot identify or has yet to be diagnosed.
- Impetigo or red pimples, which become small vesicles surrounded by a reddened area. When blisters break, the surface is raw and weeping. Looks for signs in neck creases, groin, underarms, hands, face or edge of a diaper.
- Diarrhea three or more times within 24 hours.
- Vomiting within 24 hours.
- A severe cold with fever, sneezing and nose drainage.
- An unknown illness without obvious symptoms, other than unusual paleness, irritability, tiredness, or lack of interest.



- A contagious disease such as measles, chicken pox, mumps, roseola, strep throat, Covid-19, and more.

Attendance Policy

- Patients are expected to arrive for their scheduled appointment at the instructed arrival time. Patients who arrive late are not guaranteed to be seen and may need to be rescheduled.
- Therapists will follow this guideline for providing care to patients who are late for their appointment. Ultimately, it is the therapist's discretion if the patient will be seen if late to their scheduled appointments.
 - More than 5 minutes late for a 30-minute appointment may not be seen
 - More than 10 minutes late for a 45-minute appointment may not be seen
- A patient who no shows or cancels less than 24-hour notice for 3 appointments over a 6-week timeframe will be dismissed from therapy and may result in a return visit to the ordering provider to obtain a new referral.

Weather Policy

Altru Pediatric Therapy typically remains open during most weather events. If Altru's Pediatric Therapy closes due to weather conditions, we will notify all local television and radio stations. Our registration staff will also call patients and their guardians to notify them of the closure.

We do not want anyone to travel when they are not comfortable with the weather or road conditions. If you are unable to keep your appointment and need to cancel or would like to request a different time due to weather, please call 707.780.2477 to notify staff as soon as possible.

Schedule Changes

We understand that from time to time, you may need to adjust in your child's therapy schedule. Please discuss any schedule changes with your therapist and our registration staff as soon as possible. The sooner we know what you need, the more likely we can accommodate. We will do our best to accommodate scheduling changes.

Substitute Therapist

Alternative therapists may be providing care due to a primary therapist's illness, vacation, or scheduling conflict. We do our best to keep your child with their primary therapist, but instances do occur. All therapists covering have access to your child's medical record and discuss his or her plan of care with their primary therapist. We believe your child's treatment is of the utmost importance, so we ask that you plan to attend appointments even when your regular therapist is not available.