



Illness and Cancellation Policies

It is important that we try to maintain your child's scheduled testing appointments, as our calendar is often booked out several months in advance. Since testing appointments are several hours each, it makes finding time to reschedule difficult. Adhering to the planned schedule helps ensure a thorough evaluation without delays. However, we understand that unexpected circumstances may arise, including illness, with our patients and our providers. We prioritize patients' mental health and staying physically healthy so we can be available to serve you. If illness arises, we ask for as much notice as possible to help us maintain a safe clinical environment and to allow for necessary schedule adjustments. Keeping to the schedule minimizes rescheduling challenges and keeps the evaluation process on track.

When to Reschedule Due to Illness

To ensure the safety of our staff, other patients, and your family, we ask that you reschedule if you or your child experience any of the following symptoms:

- Fever of 100.4°F (38°C) or higher within the last 24 hrs.
- Persistent cough or difficulty breathing
- Vomiting or diarrhea within the past 24 hours
- Rash that is new, spreading, or unexplained
- Eye infections (e.g., pink eye/conjunctivitis) with redness, discharge, or crusting
- Runny nose or congestion accompanied by fever or significant discomfort
- Any other symptoms consistent with a contagious illness (e.g., flu, COVID-19, strep throat)

If we receive rescheduling requests with less than 48 hours advance notice, we are usually unable to offer the appointment to another patient who may be waiting. If scheduling conflicts arise, please notify us as soon as possible so we can work together to find a solution.

To ensure that we can offer the appointment time to another patient during Friday morning office hours, we need **to receive cancellation or rescheduling requests for appointments scheduled on Mondays no later than Thursday at 5:00pm.** If you **do not notify** WCC 48 hours (2 business days) prior to your appointment to cancel or reschedule, you **will be charged the full amount for the time that was set aside for your needs**. We strive to accommodate patients and their families as best as we can, and times set aside for your child's care are reserved just for you.

Please review guidelines for stopping the spread of [respiratory illness here](#).