



Suggestions to Maintain Greater than 80% Attendance

Our primary goal is to ensure our services are as effective as possible and goals and objectives are appropriate. When attendance is below 80%, it is challenging for the music therapist to assess if the client has had an adequate opportunity to target the goals before we explore any adjustments. Consistency of service is pivotal to carry over from session to session; thus, if a client has not met an objective we first look at attendance as being a factor impacting progress.

We invite you to review these seven suggestions that may positively impact attendance.

- **Be Open to Reschedule:** Rescheduling missed appointments will assure you remain above 80% attendance.
- **Be Flexible:** Reschedules may mean scheduling on a Saturday morning, at the end of our day, or on a day when there is no school or an early release. Being flexible also means receiving services at one of our three facilities instead of in the community or working with another amazing music therapist from our team.
- **Be Proactive:** If you foresee a schedule conflict in the upcoming weeks or months, let us know as far in advance as possible. LIH works very hard to accommodate reschedules for a makeup session when we know in advance. Notifying LIH in advance increases our ability to reserve a rescheduled appointment time just for you.
- **Be Accountable:** We expect all clients are responsible for knowing when their return visit is scheduled. We suggest keeping track of your recurring appointments on a calendar *and* set reminders on a smartphone (if available) for all ongoing or rescheduled appointments. Please ask for an appointment reminder card to remind you of the next visit. We offer recurring appointments to help clients remember when their session is each week.
- **Prioritize Music Therapy:** When scheduling with a dentist, hair stylist, or other specialist, please avoid double-booking over the standing music therapy appointment. If you must schedule at the same time as the known session time, be sure to reschedule with our team *before* booking over top of our regular appointment time. Whenever possible, please prioritize the music therapist's time and do not assume she will be able to reschedule.
- **Be a Great Communicator:** If you cannot attend the session as scheduled please communicate that you will not be attending in advance. It is especially helpful if you notify our office in the morning if the client will not be attending school or a work program due to illness. If you find the ongoing session time is no longer feasible, we ask that you notify us of any concerns regarding the time or location *before* attendance becomes impacted. We understand many items can impact on ongoing session time (i.e. unexpected bus route changes, job changes, difficult transitions, clinical needs with getting to the session). Communicating with our team allows us to help you be creative to allow music therapy to be as successful as possible without unnecessary barriers.
- **Be Respectful:** Our therapists spend a great deal of time preparing for, planning for, traveling to, and thinking about your service each week. We value our time with you! By canceling with minimal notice our therapists have often already prepared for and possibly traveled to the location where the service will be held. Last minute cancellations do not allow us to offer this time to another client looking for a reschedule opportunity. A pattern of no-shows and late cancellations will warrant conversation about postponing music therapy until a more appropriate time.