**Unwell Therapist SMS + Process**

*When a therapist is unwell we send the below SMS to the client as soon as we can and call them later in the day to reschedule the session.*

“Hi x (insert client name), we’re getting in touch on on behalf of (insert therapist’s name). Unfortunately, (insert therapist’s name) is unwell today and will have to cancel your session. We are making sure he/she is taking care of herself before all of us; we practice what we preach! We will be in touch to reschedule your session soon and apologise for the inconvenience. (your business name)”