



LATE CANCELLATION/MISSED SESSION POLICY

Clients can cancel or reschedule an appointment anytime, if they provide 24 hours' notice. If you cancel an appointment with less than 24 hours' notice, or fail to show up, you will be charged a \$50 fee for the appointment.

When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the waitlist, or a client with a clinical emergency. In addition, we are unable to bill your insurance company for sessions that are not kept.

A fee of \$50 will be charged when you miss or cancel an appointment without giving 24 hours advance notice. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday at the latest. *For Monday appointments, you need to cancel on Friday.

You can cancel your appointment by calling or texting your specific therapist. Your therapist may offer session reminders by text or call; however, this is a courtesy and it is still your responsibility to cancel with advance notice.

If you are more than 10 minutes late to your appointment time, it will be treated like a late cancellation. It is important to remember that insurance will not pay for missed appointments, so you will be responsible for the full \$50 fee, not just a copay.

Please understand that therapy should be viewed as any other important medical appointment. This cancellation policy is important for our counseling practice because while a medical doctor can see 35 patients in a day, a therapist generally sees a maximum of 6 to 8 clients a day.

We reserve for you a full hour of our time for the session and clinical notes. If a client cancels with less than a full 24-hour notice it is unlikely that we will be able to fill that time slot, and we lose an entire hour from our work schedule.

After school session times (1pm and later) are in high demand. If you fail to cancel an appointment that is in one of these time slots, with 24+hour advance notice, then you risk the potential of your therapist no longer being able to offer you an after school time.

Signature of Client, Parent or Guardian

Date