



Scheduling & Attendance Policy

Scheduled appointment times are reserved especially for you. It is important for us to work together to help make scheduling work smoothly and respectfully for everyone involved. When you schedule appointments, please make a commitment to both yourself and our office to keep those appointments unless something quite urgent arises. In return, our office commits to doing the same for you. Unlike many physicians' offices, our clinicians make their living by seeing only one person per hour. If you are unable to keep your appointment, please contact the office as soon as possible so that your appointment time may be offered to someone else in need. Please provide at least 24-hours advance notice of the need to cancel.

- A \$75 fee will be assessed for sessions canceled with less than 24-hours notice.
- Understanding that extenuating circumstances sometimes occur, late-cancel fees may be waived on a case-by-case basis, as long as you give at least two hours advance notice. Cancellation with less than two hours notice will be considered a missed session, and charged as a missed appointment.
- If you miss an appointment without cancelling in advance, you will be assessed the \$75 fee. The credit card kept on file will be charged the day of the missed appointment.
- No-shows and frequently cancelled appointments are very difficult for the practice. In case of failure to cancel a session, future standing appointment times will not be reserved or reinstated until you contact the office and payment is received for the missed session, or other arrangements are agreed upon. Multiple cancellations, such as cancelling more than two meetings in a row or more than one appointment every three months, even if you provide 24-hours notice, may result in the need to modify the scheduling agreement and can result in termination from treatment if the frequent cancellations continue.
- Please arrive on time for your appointment. Our clinicians are generally booked with back-to-back appointments, and cannot extend the time of your session. Repeated late arrivals can diminish what you get out of treatment, but if it can also affect third-party billing. As such, if you use insurance and are more than 15 minutes late, your session will be forfeited and you will be charged the late cancellation/no show fee.
- As a courtesy, the practice's Electronic Medical Records system is set up to give you appointment reminders at least 24 hours in advance. As with all technological systems, there may be glitches on rare occasions. If you do not receive the courtesy reminder, you are still scheduled and expected to keep the appointment time.
- If you need to cancel, schedule, or reschedule an appointment, please call our office at 469.215.0314.