



Cancellation, No Show and Late Arrival Policy

Reminder Texts and emails are provided as a courtesy. A no show or late cancel fee will still be applied if you did not get a reminder. ***Ultimately it is your responsibility to know when your appointments are scheduled.***

Cancellation due to COVID exposure, symptoms or a positive COVID test: Please refer to the clinic COVID 19 Policy which is updated frequently.

Late cancellations:

48 hours notice is required to cancel or reschedule a one hour appointment. Two hour appointments require 96 hours notice. **EXCEPTION:** Monday appointments must be cancelled by Thursday the week before. Voicemails left over the weekend for a Monday appointment will be counted as a late cancellation.

We understand that illnesses and family emergencies can arrive suddenly. Please notify us as soon as possible if you will be unable to make your scheduled appointment. **The first late cancellation fee per year, due to contagious illness or family emergency will be waived. Late cancellation number 2 and 3, regardless of reason, will incur a fee of \$60.** Any subsequent late cancellations or no-shows will be charged the full self-pay appointment rate of \$140. Further appointments may be canceled until a plan for consistent care can be reached.

No Shows:

If there is no prior communication given that you will not be able to attend your appointment, a no show fee will be assessed. The first occurrence will incur a **\$70 fee** and any subsequent occurrences will be charged the full self-pay appointment rate of \$140.

Two Hour appointments will be assessed a double fee Late Cancel (\$120, \$280) No Show (\$140, \$280)

Late Arrivals:

Depending on what time you arrive, you could be assessed a \$15-\$30 fee for a one hour appointment.

Arriving late to a two hour appointment could result in a \$15-\$140 fee.

***** Late cancellation, no show and late arrival fees will not be covered by insurance *****

*****Medicaid patients are not subject to fees, but may be discharged from care after 3 or more late cancellations/no shows *****