



## **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 canceled 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 will be \$60.**
- **Late cancellation number 2 will incur a \$140 fee.**
- **Late cancellation number 3 will incur a \$140 fee. Appointments may be canceled until a plan of 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. Frequent no shows may also lead to a discharge in care until appointments can be attended consistently.

**If you have outstanding late cancellation or no show fees, we have the right to pause care until those are addressed.**

\*\*\*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 or 2 no shows \*\*\***