



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.***

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 \$70.**
- **Late cancellation number 2 will incur a \$155 fee.**
- **Late cancellation number 3 will incur a \$155 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 **\$80 fee** and any subsequent occurrences will be charged the full self-pay appointment rate of \$155. 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 (\$140, \$310)
No Show (\$160, \$310)

Late Arrivals:

Depending on what time you arrive, you could be assessed a \$17.50-\$52.50 fee for a one hour appointment.

Arriving late to a two hour appointment could result in a \$17.50-\$310 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 *****

Please sign here: _____ Date of Birth: _____

Print name: _____ Date: _____