



## 24-HOUR CANCELLATION POLICY

**Cancellation & late arrival phone number: (407) 734-1273**

You may leave a voice mail or send a text message to cancel or reschedule your appointment. We will try our best to send an appointment reminder, but you are still responsible to keep any scheduled appointment and confirm the reminder we send you.

**Reason for this policy:** Notifying me of your intention to cancel or reschedule 24-hours in advance gives me an opportunity to schedule someone else for that time slot. This is important because others may be waiting for an earlier appointment or may also be looking for an opportunity to reschedule for a different time. If your appointment is on a Monday, we ask that you advise us by 4:00 pm the Friday prior. As much advance notice as possible is always appreciated.

1. YOU will never be charged for a cancellation if it is made *more* than 24 hours in advance of your scheduled appointment time.
2. YOU will be charged of \$25.00 if you cancel your appointment with *less* than 24 hours notice, for the missed appointment unless it is due to illness or an emergency. By presenting proper documentation to support the circumstances that prevented you from attending the appointment, the missed appointment fee could be waived at the discretion of your physician.
3. If YOU simply do not show up for a scheduled appointment, YOU will be charged for the total cost of the missed appointment and you will **NO** have a chance to get a new appointment with the physician, until you've paid.
4. Because it is illegal to bill your insurance company for a missed appointment, you will end up paying the full fee for the missed session out-of-pocket. For many this creates an unnecessary hardship. YOU will need to cover the balance due prior to scheduling a new appointment.
5. If you notify us that you will be arriving late, your appointment time will be held for you and you will have the time which remains in that session. If you arrive more than 15 minutes late for your appointment, it will be considered a missed appointment.

This cancellation policy is standard in the medical and mental health fields and will be strictly enforced.

If you have questions about this cancellation policy, you should discuss this with your clinician at the start of therapy.

Please sign below to indicate you have read, understand, and agree to abide by this cancellation policy. Thank you.

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Patient Signature

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Date