

Missed Appointment Policy

Your appointment time is reserved for you alone. If you must cancel or reschedule an appointment, we ask that you provide notice of at least 24-hours so that we can do our best to offer that time spot to another client. Should you miss an appointment, you will be billed the full amount of the session you would have attended, and this fee will need to be paid before your next scheduled appointment to avoid delays in being seen. The costs of sessions are posted on the website for reference. We define a missed appointment in the following ways:

- **Same Day or Late Cancellation:** Notice of less than 24-hours of your inability to attend a scheduled appointment.
- **No Show:** Failure to show for a scheduled appointment without any prior notice.
- **Late Arrival:** Your Provider will wait up to 10 minutes for you to arrive for your session if you have not previously notified them you will be late. After 10 minutes, your session will be marked as a no-show.

**If there are two or more “no-shows” during your current episode of care, your services may be discontinued. If your services are discontinued due to having two or more no-shows, you will be provided referrals to other providers for your consideration.*

**Missed appointments exclude serious emergencies or sudden illness, the death of a family member, natural disaster, accident, weather conditions, or severe illness of a family member living at the home. All of these circumstances qualify as emergencies, and are exempt from the above definitions.*

My signature below is my attestation that I have read, understood, and am in agreement with the terms and conditions listed above. I authorize my electronic signature to represent the legal equivalent of my manual signature.