

## CANCELLATION, LATE, & NO SHOW POLICY

A cancelled appointment hurts three people: you, your therapist, and another client who could have potentially utilized your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, we are unable to bill your insurance company for sessions that are not kept.

**APPOINTMENTS THAT ARE MISSED OR CANCELLED WITHOUT GIVING 24 HOURS ADVANCE NOTICE ARE SUBJECT TO A \$50 FEE.** This means that if an appointment is scheduled for 3:00 pm on a Monday, notice must be given by 3:00 pm on Sunday **at the absolute latest**. You can cancel your appointment by calling or texting 410-384-6287.

The **only** time we will waive this fee is in the event of serious or contagious illness or extreme weather. If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied for clients with Medicaid insurance (Medical Assistance). Thus, clients with Medicaid insurance who have three or more late cancellations or missed sessions will be referred to other providers should there be indication that the pattern will continue.

**Also, as each scheduled time slot is designated for a client, if you are 10 or more minutes late, it is possible that you will not be seen to ensure equal respect for all scheduled clients. Late arrival may be counted as a no-show and may be subject to the missed appointment fee.**

Additionally, please understand that therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, this is for your personal betterment and consistency is key in order to achieve this. That being said, two consecutive missed appointments without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, can result in termination of the therapeutic relationship. If you miss two or more scheduled appointments within a 30-day time period without cancelling or rescheduling in accordance with the cancellation policy of 24 hours advance notice, the therapeutic relationship will be terminated. Your case may be reopened at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

**My signature below indicates that I have read, understand, and agree to this policy.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Thank you for your understanding. We look forward to beginning this therapeutic journey alongside you!*