

Late Policy

For ANY Initial Appointments: *If the initial paperwork is not in 48 hours before the appointment time we WILL cancel the appointment.*

Additionally, if you do not show for an appointment or do not cancel the appointment 24hrs prior to the appointment time you will be charged our standard no show/late cancellation fee of \$75.00. This fee would need to be paid in full prior to scheduling your next appointment. If you once again no show or late cancel, you will be charged our standard no show/cancellation fee and we reserve the right to refuse any further appointments being scheduled. Any exceptions to the policy need to be approved by the clinical coordinator, Kristen Tripp, M.S., LMHC.

Full Hour Therapy and Initial Appointments:

- If you are 15 minutes late for your appointment, you would see your therapist for the remaining 45 minutes.
- If you are 30 minutes late for your appointment, you would see your therapist for the remaining 30 minutes.
- If you are more than 30 minutes late you will not be seen by the provider and will be charged the standard no show/late cancellation fee. However, if there is an opening that same day with your provider you would be offered that appointment with no charge incurred.
- If you are late for 3 appointments, your provider reserves the right to discharge you from their caseload, with necessary referrals made to additional providers.

30 Minute Therapy Appointments

If you are more than 15 minutes late you will be asked to reschedule. You will be charged the standard no show/late cancellation fee of \$75.00. However, you will be given the option to reschedule for a later appointment that day if there is an opening. If rescheduled that day, there would be no charge incurred.

30 Minute Medication Appointments

If you arrive more than 15 minutes late you will be asked to reschedule. Patients will be charged the standard no show/late cancellation fee of \$75.00. However, you will be given the option to reschedule for a later 30 or 15 minute appointment that day if there is an opening. If rescheduled that day, there would be no charge incurred.

15 Minute Medication Appointments

If you are more than 5 minutes late you will be asked to reschedule. Patients will be charged the standard no show/late cancellation fee of \$75.00. However, you will be given the option to reschedule for a later appointment that day and there would be no charge incurred.