



NEW ENGLAND CENTER

FOR MENTAL HEALTH

Inclement weather & cancellation policy

New England Center for Mental Health is committed to offering the same high quality care for its patients throughout the year. We understand that the relationship between you and your provider or therapist is important as are regular visits. Because of this, we attempt to be open as much as possible even during inclement weather.

As a courtesy to our patients, we have been making phone calls when bad weather is expected in order to allow our patients to cancel the day before without incurring a fee.

Our Snow Cancellation Policy charges patients for cancellations or no show appointments on the same day of inclement weather unless a State of Emergency has been declared.

The providers and staff at New England Center for Mental Health never want our patients to jeopardize their safety and travel to an appointment if they are uncomfortable; however, we do staff our office to meet the demands of the patients we serve and strive to ensure ample staffing even during inclement weather.

We are revising this policy effective February 3, 2011 to offer more details and flexibility to our patients:

Beginning February 3, 2011, we will not charge cancellation fees based on the following criteria:

- If Littleton Public Schools cancels due to inclement weather, we will waive all cancellation fees.
- If Littleton Public Schools has an early dismissal due to inclement weather, we will waive all cancellations fees beginning at noon time.
- If Littleton Public Schools has a delayed opening, we will waive all fees for cancellations for the morning. Any appointments after 11:00 A.M. that are cancelled will incur the fee.
- If you do not call to cancel your appointment or fail to show for a booked appointment, you will be charged the no show fee. It is the patient's responsibility to communicate with our office regarding their ability to make their appointment.

We will offer each family a One-Time per year Courtesy Waiver for any no-showed appointment for any reason, because we understand that life can get busy. This will be documented in our billing records for reference.

We understand that not all our patients have school-aged children or live in Littleton; however, the school systems base their schedule on the road condition and we recognize this is an acceptable guideline.

New England Center for Mental Health will continue to assess each impending storm and the needs of our patients and the practice. We will continue to make courtesy phone calls to allow our patients the opportunity to reschedule for another day.