

New England Center for Healthy Minds 2020 Cancellation Policy

Thank you for reading our Cancellation Policy. We encourage you to familiarize yourself with this policy and our expectations for appointment attendance. We are available to answer any questions you may have.

All policies are subject to annual revision.

Cancellation Policy: **Once an appointment has been booked, you are responsible for attending your designated appointment time. To cancel or reschedule an appointment, you are required to provide 48-hour advance notice. We ask that you inform the office as soon as possible if you cannot make your scheduled visit. You can reach the office staff between 8am-6pm, Monday-Friday: 978-679-1200. Please be aware that any phone message regarding cancellations or scheduling left over the weekend will not be received until Monday.

For Initial Appointments: If you do not show up for your first appointment or do not cancel the appointment 48 hours prior to the appointment time, you will not be able to see your new provider and will be placed on a wait list for future openings. However, you will not be guaranteed another appointment at NECHM. Please do your best to make your appointment!

For Clinical Intake Interviews: Clinical Intake Interviews, sometimes called *Biopsychosocial Interviews*, are required for treatment at NECHM. Anyone who does not complete their in-person clinical interview will not be able to receive further services at the NECHM practice. If a clinical intake interview has been scheduled, then it is important you attend this meeting in order to go forward with your care at NECHM. 48-hour advance notice is required for cancellation.

For Subsequent Visits: If you do not show up for your subsequent appointments or do not provide 48-hour cancellation notice, you will be responsible for the associated charges and/or dismissal from the practice.

Associated Charges for Late Cancellations and Missed Appointments:

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| 1 st late cancel (less than 48-hour notice) or no-show: | \$75.00. |
| 2 nd late cancel (less than 48- hour notice) or no-show: | \$75.00 and discontinuation of treatment. |

Re-admittance to the practice will only occur after all associated charges are paid and you have received notification from the office staff and/or provider that you have permission to continue treatment.

Discontinuation of Services: New England Center for Healthy Minds (NECHM) encourages patients to keep all their scheduled appointments and follow through with treatment guidelines. Consistency in treatment has been shown to lead to better mental health outcomes.

There are some cases in which NECHM will discontinue treatment with patients, particularly where there has been a marked noncompliance or disregard for our policies. We maintain the right to terminate care with patients who are:

- Overdue in payment and have been sent to collections. (You will receive 30, 60, and 90-day billing notices before your account is sent to collections.)
- Repeatedly missing or cancelling appointments without adequate notice.
- Demonstrating a lack of follow-through with their agreed upon treatment plan which may include medication, TMS, and/or therapy.
- Disrespectful or displaying disorderly conduct towards staff, other patients, or NECHM property.