

## 4. Cancellation & Rescheduling Policy

When you schedule appointments, we reserve that time exclusively for you. We tell other clients asking for that time that it's not available for them. Missed appointments and late or last-minute cancellations do not provide enough time for us to offer the time slot to another current client, a client on our waitlist, or a client with a clinical emergency.

To provide the best service and availability for all our clients, our cancellation policy is this:

Clients can cancel or reschedule an appointment anytime by giving us 2 calendar days' notice. If you cancel an appointment with less than 2 calendar days' notice, fail to show for your appointment, or are 15 or more minutes late for your appointment, you will be charged a \$185 fee for the appointment. In addition, your insurance will not cover any missed sessions.

We do value your commitment to therapy. If you give less than 2 calendar days' notice, your therapist may try to reschedule your session if possible. If they are able to do so, we will waive the late cancellation fee. However, this waiver is not guaranteed. Your therapist has a busy schedule and other clients, so you should not assume that your therapist will be able to reschedule your appointment on short notice. If you need to cancel or reschedule your appointment, you should provide at least 2 calendar days' notice.

Our cancellation policy is not a penalty or a punishment. Very rarely, clients may feel that they are being punished when they are charged a late cancellation or no-show fee. We want to make sure that you don't feel this way if someday you miss an appointment.

It is likely, if you are in counseling long enough, that at some point you may forget about an appointment or something will come up that will result in you missing an appointment. Maybe you will need to work late. Maybe you will suddenly come down with the cold or the flu. Maybe your child will have a doctor appointment. Maybe your car will break down. Something unavoidable is likely to come up.

We are not upset with clients when they miss an appointment or cancel late or last-minute. We know that's life. It happens. In return, our clients understand that scheduling an appointment with one of us is like buying a ticket to an event – if you miss the event, it doesn't matter why you missed it, or even if it was your first time, you can't turn your tickets in for a refund.

You can cancel or reschedule your appointment by calling or emailing your specific therapist. As we mentioned, if you are 15 or more minutes late for an appointment, it will be treated like a missed appointment. Please remember that your insurance will not pay for missed appointments, so you will be responsible for the full \$185 fee – not your copay.

The only exception to this cancellation policy is in the event of a serious or contagious illness or other extreme weather or unavoidable circumstance. Work issues do not constitute emergencies. This cancellation policy also applies even if missing the appointment was an unintentional act.

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 growth and consistency is key in order to achieve this.

This cancellation policy is important for our counseling practice because, while a medical doctor can see 35 patients in a day, a therapist generally sees a maximum of 6 to 8 clients per day. Our therapists reserve a full hour

of their time for your clinical session and documentation. If a client misses an appointment or cancels late, we lose an entire hour from our work schedule because we cannot fill that time slot.

By checking this box, I acknowledge that I have read and understand the Cancellation and Rescheduling Policy of IntraSpectrum Counseling.

## **CONSENT & ACKNOWLEDGEMENT**

Client Legal Name (First and Last:

If Minor, Parent/Guardian Legal Name (First and Last):

Today's Date: