



No Show/ Late Cancellation Policy

We require that you cancel your appointment in advance by **midnight the day before** your scheduled appointment with our **front desk staff** (cancelling with your aide or therapist will not count as an early cancellation). If we are unable to answer your phone call, please leave a voicemail. If this voicemail is left before midnight the day before your appointment, we will consider this an early cancellation.

When an appointment is made and not kept, it takes an available time slot away from another patient. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. Because of this, we allow **two** late cancellations or no-shows with no penalty. A late cancellation is cancelling the day of your appointment. A no-show is missing a scheduled appointment without notifying our front desk staff.

However, on the **third late cancellation or no show**:

1. You may pay a **\$20 fee** for each late cancellation and **\$30 fee** for each no-show to keep your future appointments as they are.
2. Your future appointments will be deleted and you will be required to schedule the day of for any appointments you may need.

You can avoid these penalties by calling the day before to cancel your appointment. If you do call in the day of, please reschedule your appointment for another time before Saturday of that same week. Rescheduling your appointment within these terms will act as an early cancellation.

We have tried to make this information clear and understandable. Please ask our front desk staff if you have any questions regarding our cancellation policy.

Please sign below to consent to these terms –

Patient Signature _____ Date _____

Print Name _____