



Cancellation Policy

A cancelled appointment hurts three people: you, your provider, and another client who could have potentially used your time slot. psychiatry sessions are scheduled in advance and are a time reserved exclusively for you. We reserve for you a very specified amount of time for the session and clinical notes. If a client cancels with less than **24 hours notice**, it is unlikely that we will be able to fill that time slot, and we lose an entire segment of the day from our work schedule.

When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, or a prospective client. Without a cancellation fee policy in place, your provider will lose money or the opportunity to schedule another client if you late cancel or do not show up.

My cancellation policy is this: Clients can cancel or reschedule an appointment anytime if they provide **24 hours notice**. If you cancel an appointment with less than **24 hours notice**, or fail to show up, you will be charged \$25.

This cancellation policy is not a penalty or a punishment. Most clients understand this. Very rarely, there will be a client who will feel that he or she is being punished when they are charged a late cancellation fee. We want to make sure that you don't feel this way, if someday you miss an appointment. To cancel your appointment 24 hours before your scheduled visit, please email customerservice@renovatemental.com, or call 301-828-2350 (leave a voicemail if outside of normal business hours)

It is likely, if you are being treated long enough, at some point you might forget about an appointment, or something will come up in your schedule that will result in you missing an appointment. Maybe you'll need to work late, or your car will break down, or something unavoidable will come up. Therefore, we provide one "freebie" missed appointment per year.

Some examples of emergencies are car accidents, deaths in the family or extreme illness of you or a family member. Work issues do not constitute emergencies. This cancellation policy also applies even if missing the appointment was an unintentional act.

Also, if you are more than 10 minutes late to your appointment time, it will be treated like a no-show and the appointment will be cancelled.

A \$25 FEE will be charged when you miss or cancel an appointment without giving **24 hours notice**. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3pm at the latest on Monday.

While it is a time commitment, this is for your personal growth and consistency is key in order to achieve this.

- **A total of 3 no shows in one year will result in immediate discharge from the practice. You will have a discharge letter sent to you and a letter of referral will be provided upon request.**

Finally, I do offer text and email reminders. This is done as a courtesy and only if you consent to receive such communication by providing us with your email address and cell number. It remains your sole responsibility to keep track of and timely attend all scheduled therapy appointments, whether you receive the text or email reminder.

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

If you are a parent or guardian, please state your child's name here:

Client Signature

Date

Provider Signature

Date