



CANCELLATION POLICY

We have been having far too many last-minute cancellations. Please note that you must give us **24 hours notice** to cancel an appointment without getting charged for the session. Our therapists have been very lenient about this in the past, but now you are being forewarned that we will be charging for missed sessions. We charge the rate of a full session (\$80) when we have broken or late-cancelled appointments. Insurance does not cover broken appointments, so your credit card will be charged the full amount.

If you have Medicaid, we cannot by law charge you for your broken or late-cancelled appointment, but we do have a policy of “three strikes and you are out”. If you break an appointment or call the last minute to cancel three times, we will discharge your child from our caseload. We will also let Medicaid know that the reason for discharge was non-compliance; this may make it harder for you to get re-authorized for therapy services at another facility.

I have also noticed that some families do not keep the majority of their scheduled appointments, but instead cancel frequently. Your appointment slots are reserved for you. If you are missing more than half of your scheduled appointments each month, we will ask you to discontinue treatment. You may re-schedule and return when you can make a more serious commitment to treatment. Note that we do make exceptions for vacations, but please let your therapist know as early as possible so she can schedule other children in that time slot. **Your therapist does not get paid when you miss sessions, whether or not they are cancelled.** If she can put another child in that slot, she can earn income.

We know that some last-minute cancellations cannot be avoided. Children do get sick quickly and we certainly do not want to see a sick child. If you give us a valid reason for late cancellations, we will not charge your credit card, e.g. parent or sibling just became ill. But just “forgetting” your appointment is not valid.

We are becoming stricter about our cancellation policy because we have children on a waiting list for treatment. If you give us 24-hour notice of a cancellation, we can often schedule a new child in that time slot. Our afternoon/after school time slots are at a premium. We have children waiting for afternoon vacancies, so please be considerate. Other clients and your therapist appreciate your cooperation in this matter.