



Be the author of your story...

# Emergent Pathways Psychotherapy

www.emergepsych.com | 346.232.5060

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## Cancellation Policy

As a courtesy to other clients needing appointments who are on our waiting list, it is appreciated if you could let us know as soon as possible if you need to reschedule or cancel your appointment. This is to allow the time to offer the appointment to another client who may be on a cancellation list waiting for an appointment.

Twenty-four (24) hours' notice is required for appointments that need to be cancelled or rescheduled. If the appointment cancellations become constant, or if you do not contact us prior to twenty-four hours before your scheduled appointment and you do not come, or if you are more than 15 minutes late to your scheduled appointment, this is considered a "No show" and there will be a \$180 charge applied to your account. For cancelled appointments (less than twenty-four hours before the appointment only), we will assess the situation and we will come to an agreement on whether you are charged the cancellation charge of \$180.

You can call or text Emergent's office manager, Lisa, at **346-232-5060**. If you need to get in contact with us via email about appointment cancellations, scheduling, insurance benefits, or have questions about your account email Lisa at **[lisa@emergepsych.com](mailto:lisa@emergepsych.com)**. If you are asking us to waive your fee for a broken appointment because you were sick, and it happens repeatedly, we may ask you to provide us with a doctor's note. If you miss 3 appointments in a row without 24 hours prior notice, in fairness to the clients waiting to receive treatment from our office your time slot will be given to someone on the waiting list and you will need to go back on the waiting list.

Patient Name (Print): \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_