

We strive to provide excellent care to you, your family and all our patients. In order to do so effectively and efficiently, we have an appointment system that sets asides ample time for each patient.

"No-shows", and late cancellations inconvenience those individuals who need access to our care in a timely manner. In an effort to reduce the number of such occurrences, we have an Appointment **Cancellation Policy**.

Our policy is as follows:

1. Please provide our office 24- hours' notice in the event you need to cancel or reschedule your appointment. Failure to provide us with 24 hours' notice will result in a charge of your usual session rate.
3. If you are more than 20 minutes late for your appointment, the appointment cannot be kept and will be considered "missed.", and a \$50 rate will apply.
4. We encourage our patients to gather all necessary information regarding their insurance coverage well in advance of the appointment. Cancelling with less than 24 hours' notice due to complications with insurance coverage will also result in a \$50 missed appointment fee.

Our automated system communicates with our patients as a courtesy reminder. Unfortunately, no system is fool-proof. It is ultimately the patient's responsibility to remember their scheduled appointments. We simply ask that you respect our time, as we respect yours.

Please feel free to reach out to us with any questions or concerns.