

LATE CANCELLATION AND NO-SHOW POLICY

Missing or Canceling Your Appointment

Being consistent with your scheduled visits is an important part of your mental health care.

- If the patient is unable to make it to their scheduled appointment, the appointment must be canceled at least 24 business hours prior to scheduled appointment time. If the appointment is canceled with less than 24 business hours notice it is considered a late cancellation and the patient is subject to a **\$70 charge for therapy appointments, and a \$100 charge for TMS or medication management visits that cannot be paid through insurance.**
- If the patient does not make any contact to cancel or reschedule the scheduled appointment and does not attend the appointment, it is considered a no-call/no-show and the patient is subject to a **\$70 charge for therapy appointments, and a \$150 charge for TMS or medication management visits that cannot be paid through insurance.**
- In the event of three (3) documented “no-call/no-show or late cancellations” within a 6-month period the patient will be subject to dismissal from the clinic and unable to reschedule.
- In the event a client arrives late to their appointment, and cannot be seen by the clinician, they will be rescheduled for a future visit, if available. Plymouth Psych Group reserves the right to cancel the appointment.

Termination and Transition of Care

Plymouth Psych Group reserves the right to terminate and transition patients out from care if:

- i. Client misses three or more scheduled appointments without giving a 24- hour cancellation notice, within a 6-month period.
- ii. Client has two or more unpaid, missed appointment fees

Canceling or Rescheduling an Appointment

Please contact the clinic at 763-559-1640 during regular clinic hours and at least 24-hours before your scheduled appointment to either cancel or reschedule.