



No Show/Late Cancellation Policy

Policy: To maximize the efficiency of the practice by informing clients that if they do not cancel their scheduled appointment within **24 hours prior to the appointment**, they will be charged a **No Show Fee**.

Procedure:

1. Client(s) who arrive on time are seen at their scheduled appointment time. If a client arrives 15 minutes or more late, their appointment time will need to be rescheduled and they will be charged the No Show Fee of \$75 for individual sessions and \$25 for group sessions.
2. Clients are expected to contact Becoming Balanced, P.C. **no less than 24 hours** in advance of their scheduled appointment if they are unable to make their appointment. Becoming Balanced, P.C. has reserved allotted time for each client. A no show client takes away a time slot for other clients.
3. Clients who do not show up for their scheduled appointment and/or who have not canceled more than 24 hours before their scheduled appointment, will be charged a \$75 No Show Fee for individual sessions and \$25 No Show Fee for group sessions. (Refer to Insurance, Credit & Collection Policy for more information).
4. If possible, all attempts will be made by Becoming Balanced, P.C. to fill that no show time on the schedule; however, the nature of the practice makes that very difficult. It is detrimental to a small practice to have clients who do not show up.
5. A client who has 3 no show appointments and who has not given the required notice or who consistently cancels their appointment within 24 hours of the scheduled appointment may be discharged from the practice. All clients discharged from the practice must have the approval of the President (Dr. Desiree Zielke) and treating clinician of Becoming Balanced, P.C.
6. No Show Fee/Late Cancellation Fee needs to be paid before client can schedule next appointment. Fee can be paid by calling Becoming Balanced or through the online Patient Portal.
7. If a client has a No Show/Late Cancellation Fee on their account and is set up on Automatic Payments, the No Show/Late Cancellation Fee will be automatically taken care of and will not be eligible for dispute.

Inclement Weather Policy

If you do not feel safe traveling due to weather conditions, please contact our office. You do have the option to change your appointment to telehealth. If that is not feasible, every effort will be made to reschedule your appointment, if cancelled. If you need to cancel your appointment due to inclement weather, you may do so without a fee; however, you must call **at least two hours before your appointment to cancel**. If you do not call or call after your



appointment, you will be charged the regular late cancellation fee, regardless of the weather. In some cases of inclement weather, our staff may need to cancel or reschedule your appointment. We send a text message and email if your clinician switches to telehealth or must cancel; therefore, it is the client's responsibility to check messages regarding appointment updates. You will not receive a phone call to cancel your appointment.

By signing below, I acknowledge I have read the No Show Late Cancellation Policy and agree to abide by this policy.

Client Signature

Date