

## **Scheduling & Attendance Policy**

Scheduled appointment times are reserved especially for you. I also use my schedule as a planning tool to determine how to provide best care to my current patients and whether or not I am able to accept new patients. As such, it is important for us to work together to help make scheduling work smoothly and respectfully for everyone involved. When you schedule appointments with me, I would ask that you make a commitment to both yourself and me to keep those appointments unless something quite urgent arises. In return, I commit to doing the same for you.

Unlike many physicians' offices, I make my living by seeing only one person per hour. If you are unable to keep your appointment, please contact me as soon as possible so that I may offer that time to someone else in need. I ask that you please provide me at least 24-hours advance notice of the need to cancel.

- A \$100 fee will be assessed for sessions canceled with less than 24-hours notice, unless I am able to fill the time slot.
- Understanding that extenuating circumstances sometimes occur, I will waive the late-cancel fee once per calendar year per patient as long as you give me at least two hours advance notice. Cancellation with less than two hours notice will be considered a missed session, and charged as a missed appointment.
- If you miss an appointment without cancelling in advance, you will be assessed the \$100 fee. If I have a credit card on file for you, I will charge this fee immediately after the session that was missed unless we mutually agree to other arrangements. If you do not keep a credit card on file with me, I will ask that payment for missed sessions be made within three (3) business days. In this case, I will also request credit card information to keep on file in the event of future missed appointments.
- No-shows and frequently cancelled appointments are difficult on my schedule. In case of failure to cancel a session, future standing appointment times will not be reserved or reinstated until you contact me and payment is received for the missed session, or we agree to other arrangements. Multiple cancellations, such as cancelling more than two meetings in a row or more than one appointment every three months, even if you provide 24-hours notice, may result in the need to modify our scheduling agreement and can result in termination from treatment if the frequent cancellations continue.
- I reserve a full 55-60 minute slot for you and work to respect your time by keeping my schedule running in a timely fashion. Late arrivals affect my ability to do this so I ask that you please work with me to avoid this problem. Repeated late arrivals can diminish both what you get out of treatment and my timeliness, but if it can also affect third-party billing. As such, if you use insurance and are repeatedly more than 10 minutes late for sessions, I will assess a \$40 late-arrival fee. This will be assessed in addition to any co-pay or co-insurance you are due to pay.
- If you are over 25 minutes late for a session, you will be charged the full missed appointment fee.

Most clients enjoy my online scheduling system, and it helps make my life a little easier, too. If you choose to use the online scheduling system, please keep the following in mind:

- **If you want to reserve a regular appointment time, or need to plan your schedule well in advance, please take advantage of the opportunity to reserve appointments at least two months in advance. In addition, it is very important to keep up your appointment schedule because unless we agree to other arrangements, I don't do this for you!**
- If you need to cancel an appointment, especially if you use my online system to do so, please send me a brief email through my secure system or a voicemail to let me know the reason for the cancel. This helps me keep track of my patients.
- As a courtesy, my system is set up to give you appointment reminders at least 24 hours in advance. As with all technological systems, there may be glitches on rare occasions (on my end or yours). If you do not receive the courtesy reminder, you are still scheduled and expected to keep the appointment time.
- The system will not allow you to cancel or schedule online with less than 24-hours notice. It will direct you to call my office.

Thank you for choosing Genuine Life Psychology & Wellness, PLLC. I look forward to working with you and appreciate your willingness to collaborate with me on scheduling.