

## **Life Skills Psychological Services Office Policy Regarding No Shows and Late Cancellations**

There is an important rationale for having an office policy regarding clients who do not show up for their scheduled appointment and for those who do not provide at least 24 hours notification of appointment cancellation. No shows and late cancellations do not provide adequate time for clients on a waiting list to rearrange their day in order to see the therapist during that open time slot. Clients on a waiting list could have been seen with proper notification.

It is the policy of Life Skills Psychological Services that a NO SHOW will result in up to a \$100 charge that is to be paid prior to any future appointments. A NO SHOW will also result in the cancellation of any future appointments if we do not hear from you within 24 hours of the missed appointment. A pattern of NO SHOWS in addition to the fees can result in termination of all services from Life Skills therapists.

Late cancellations will result in a charge of up to \$100 which is to be paid prior to any future appointments. This fee may be waived by the therapist under certain conditions (emergency). A pattern of late cancellations, in addition to the fees, may also result in termination of all services from Life Skills therapists.

Therapists at Life Skills truly value their relationships with all clients. They are reasonable when it comes to clients simply forgetting that an appointment was scheduled. A pattern of NO SHOWS is a problem as it interferes with service delivery to those on a waiting list. The same holds true for late cancellation.

Please be mindful of this policy and feel free to discuss any aspect with your therapist.