



APPOINTMENT CANCELLATION & NO SHOW POLICY

MySpectrum values everyone's time. In order to ensure that we are able to help as many people as possible, we have the following guidelines in place for appointment cancellations:

- We allow only two missed intake appointments for new clients. If someone tries to schedule an intake appointment for a 3rd time, they will be informed that they are not eligible for services at MySpectrum for a one-year period.
- For current clients, a \$55 Late Cancellation/Missed Appointment Fee will be charged if the appointment was not cancelled more than 24 hours in advance. This applies to no shows as well (not calling and letting us know ahead of time).
- If a client misses 2 appointments in a row, continuation of services at MySpectrum will be at the discretion of the Therapist.
- If a client is able to continue services and then misses 3 consecutive appointments in a 60-day period, the Therapist will be alerted and a \$100 reinstatement fee will be applied to the client's account.

By signing this form, I acknowledge that I have received and reviewed this policy:

Name

Signature

Date