

MIND-SET SOLUTIONS

NO SHOW & CANCELLATION POLICY

When you schedule an appointment with at any **MIND-SET SOLUTIONS (MSS)** office that time is reserved just for you. That is why we require **24-hour advance notification of cancellation**. You may leave a message on our voicemail any day of the week. The time you called will be posted with the message. Should you fail to show for your scheduled appointment or cancel less than the required 24 hours in advance, you will be charged the fee of **\$25** for missed sessions. If you are being seen for reduced fee and pay less than \$25 per session, the fee will be your usual session charge. We appreciate the courtesy you extend to us by honoring this agreement. Please note that we **cannot** bill your insurance company for missed sessions or for late cancellations. You will not be scheduled for additional sessions by your therapist until the fee is paid.

If we are billing Medicaid, an Employee Assistance Program, or certain third parties, the \$25 fee may not be applicable. In this case, after **two no shows** or cancellations within 24 hours of your appointment time, you will not be allowed to reschedule an appointment. You may be placed on a call- back list to be seen later or on a different date.

If you have **three no shows** or late cancellations within a calendar year, you may be discharged from services.

By signing this agreement, you are acknowledging that you understand the policies listed above and that you will abide by this agreement.

I, the undersigned, accept and agree to all the above terms during my treatment at **MIND-SET SOLUTIONS**.

Printed Name of Client

Signature of Client

Date

Signature of (MSS) Staff

Date