



Aspenwood Counseling and Behavior Center, Inc.

1305 Albion Avenue  
Burley, Idaho 83318  
Phone: 208-878-9178

**APPOINTMENT POLICY**

Dear Clients,

Our goal is to provide quality individualized and family counseling in a timely manner. “No Shows” and late cancellations inconvenience those clients who need access to counseling in a timely manner. We would like to inform you in the change of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our clients in need of counseling.

**1. Cancellation/No Show Policy for Counseling Appointments**

In order to be respectful of the counseling needs of other clients, please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated to someone who needs a counseling session. If it is necessary to cancel your scheduled appointment, we require that you call **at least 24 hours in advance.** **Confirmation calls/texts are conducted as a convenience for you, failure to respond to the call or text does not cancel your appointment.** You will always receive a response when confirming or canceling your appointment by text message. Appointments are in very high demand, and your early cancellation will give another client the possibility to have access to a timely counseling session.

If an appointment is not cancelled with proper notice, **you will be charged a \$30 fee:** please note that your insurance company will not cover this charge. Insurance companies will only cover costs for services provided.

Repeated “No Shows” or more than 3 cancellations in 90 days, may result in the client and/or client’s family being discharged from our office. Fees are incurred for each client scheduled. Any fees due, will need to be paid in full before the clients next appointment.

**2. Late Arrivals**

We understand that delays can occasionally happen; however, we must try our best to keep the counselor’s sessions on schedule. If a client arrives more than 15 minutes past their scheduled time, we will have to reschedule your appointment, record it as a “No Show”, and **you will be charged a \$30 fee.**

**What is a “late cancellation”?**

We use the term late cancellation when a client fails to cancel their scheduled appointment with a 24-hour advance notice. Canceled appointments will be noted in the client files as required.

**What is a “No Show”?**

The term “No Show” is when a client misses an appointment and does so without calling to notify the office before the scheduled appointment time. “No Show” appointments will be noted in the client files as required.

Thank you for your cooperation,

Jeanette Bern, M.A, M.S., LCPC-S  
Aspenwood Counseling and Behavior Center, Inc.

I certify that I have read and fully understand the above Appointment Policy and that I have received clear explanations regarding the provided information. Any cancellations not made with the appropriate notice would be charged to me personally and cannot be submitted to my insurance company.

Client/Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_