
TELEPSYCHIATRY CANCELLATION POLICY

Effective Date 09/23/2025

Thank you for choosing *My Whole Health Solutions* for your psychiatric care. This policy applies to all telepsychiatry (or telehealth) appointments at our practice. This policy is designed to ensure the effective use of resources and to accommodate other patients who may need to schedule telepsychiatry appointments.

By booking a telepsychiatry appointment with us, you acknowledge that you have read and understand this Cancellation Policy and agree to be bound the terms and conditions below.

Cancellation/Rescheduling Policy

We understand that situations arise that require you to change your plans. In such event, we ask that you please give us a **minimum of 24 hours'** advance notice when cancelling or rescheduling your telepsychiatry appointment. This allows us to offer the appointment slot to other patients and manage scheduling efficiently.

To cancel or reschedule your appointment, you should contact us via phone at **443-316-2300** or email at **ClinicalStaff@MyWholeHealthSolutions.com** Please provide your full name, appointment date, and reason for cancellation or rescheduling request. Please note that all rescheduling requests are subject to availability and no new day or time slot can be guaranteed.

Appointments cancelled or rescheduled within 24 hours of the appointment time will be charged a fee of \$ 175 This charge is non-refundable and is not applicable toward any future services with us.

"No Shows"

A "no-show" is defined as a missed appointment without prior notice. Patients who do not attend their scheduled telepsychiatry appointment and do not provide advance notice will be charged a no-show fee for the full cost of service, **up to \$275**. This charge is non-refundable and is not applicable toward any future services with us.

Exceptions

In cases of emergency or unforeseen circumstances, patients should contact us as soon as possible. We reserve the right to waive fees at the discretion of the provider.

Late Arrivals

We understand that you have a busy schedule and can sometimes be delayed in logging on for your appointment. Please promptly notify us to let us know if you are running late.

We allow a 10-minute grace period for you to log on to your scheduled telepsychiatry appointment time. If you are more than 10 minutes late for your appointment, we may need to reschedule you. In such event, this will be treated as a cancellation, and you will incur a charge of **\$ 75**

If we do not hear from you at all within 10 minutes from your appointment time, then your appointment will be considered a “no show” and will be charged a fee of **\$175**

Same Day Appointments

If you make a telepsychiatry appointment for the same day, then you may cancel or reschedule your appointment up to 24 hours prior to your appointment time. Any cancellations or rescheduling within 24 hours from your appointment time will be charged in accordance with the policies described above.

Contact Us

If you need to make changes to your appointment, we ask that you please contact us via any of the following methods:

Phone: 443-316-2300

Email: ClinicalStaff@MyWholeHealthSolutions.com

Text Message: 443-316-2300