



Empower Mental Health Counseling & Consulting, s.c.
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No Show and Late Cancellation Policy

Regular attendance is critical to the success of the patient/client/family and the therapy services they are receiving. Therefore, disruptions to attendance are to be taken seriously and this policy will be strictly enforced.

Definitions:

"Late cancellation" refers to any cancellation, for any reason, less than 24 hours in advance.

"No show" refers to any appointment where the patient does not attend and no notification was given prior to their appointment start time.

Patients/clients/families will be terminated from therapy services with Empower Mental Health Counseling & Consulting, s.c. following three missed appointments, caused by either late cancellation or no show, within a 12-month period. Each client will be allowed one late cancellation or no show appointment without being charged for that missed appointment. The second missed appointment will result in a \$35 missed appointment charge. The third missed appointment will result in a \$35 missed appointment charge and discharge from services.

This no show and late cancellation policy will apply to all patients regardless of age, race, sex, gender identity, sexual orientation, or income level. It will be strictly enforced with no exceptions.

Patient or guardian signature below indicates a full understanding of, and agreement to comply with, the above policy.