



Cancellation & No Show Policy

Thank you for trusting us with your mental health care needs. We understand that sometimes, life happens. When you schedule an appointment with us, we set aside an individual time slot for you. This time slot allows us enough time to provide you with the highest quality care and to give you the attention you deserve.

Should you need to cancel or reschedule an appointment send a portal message as soon as possible, and no later than 48 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. If you do not receive a response in a timely fashion, text our office phone number or call. In respect for our efforts to offer high quality health care at affordable prices, we ask for 48 hours advance notice to make any changes to an appointment. All appointments that are either missed or canceled with less than 48 hours advance notice will be charged the full cash services fee by our administration using the card on file.

All clients must have a credit card on file prior to their appointment. Payment is expected 48 hours prior to your scheduled appointment. The card on file will be charged for unpaid copays and other unpaid patient responsibilities (such as co-insurance, deductible, etc.) Additionally, cards on file will be charged for cash services (non-covered services) 1-3 business days prior to the appointment. Payment for services is due 48 hours before scheduled appointments. If your card is declined, your appointment will be subject to cancellation of the visit, a cancellation fee, and it is your responsibility to pay the balance owed prior to the next scheduled appointment.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our office to be considered to have no-show/late cancellation fee waived. Please note, this fee will not be waived repeatedly.

If a patient cancels or reschedules more than once in a 6-month rolling period, we will re-evaluate their needs, desires, and motivations for treatment, and possibly transition them out from our care.

If the patient is more than 10 minutes late for an appointment, they are considered a “no show” and will be charged the current cash price for the appointment session.

After a third “No Show” or late cancellation without 48 hour notice the patient may be dismissed from Mind Matters Psychiatric Clinic, PLLC.

Patients who miss their initial appointment likely will not be re-scheduled for another.

We do not make reminder calls for appointments. If you have registered our electronic patient portal, you will receive an emailed and/or text message reminder. If you do not receive the reminder message, the above Policy will remain in effect.

Signature of Patient or Legal Guardian (if applicable)

Date Signed

