

Please sign the bottom of this page acknowledging understanding of our policy.

## N E W S L E T T E R

### A Word about the Late Cancellation/Missed Appointment Policy

It has come to my attention that there is some misunderstanding of some of the policies of the office. I want to take an opportunity to explain those in detail. The first is the one of late cancellations or missed appointments. Although this work is therapeutic in nature it is also a business. From the business perspective it is necessary to have policies to address the times when an appointment is made and there is a failure to notify the office within 48 hours if that appointment can't be kept. It is understood that there are times that emergencies happen and things come up. That is why we give the 48 hour window to allow you to reschedule and gives us the opportunity to give your appointment time to someone who may desperately need to get in but has been unable to do so due to a lack of available appointment times. It is also a matter of respect for your clinician who has reserved that time period for you and if you do not use it they have that unscheduled time on their hands.

It is for these reasons that we have implemented the late cancellations and missed appointment fees. We are sure that you understand but strongly encourage you to discuss this matter with your clinician if you have any further questions or concerns.

AFTER READING INITIAL HERE \_\_\_\_\_

### Length of Sessions

With the onset of managed care we have had to make some adjustments to the length of sessions or what is known as the *clinical hour*. Your insurance company requires regular case management which often involves personal interaction with your case manager. This allows further authorization(s) for your treatment but is a non-billable amount of time which can easily take up to one hour of the clinicians time to give the appropriate clinical information and to receive authorization for another block of treatment. In order to compensate for the changes mandated by managed care the clinical hour will consist of a total of 45 minutes. We regret this situation and agree that the time could be much better utilized in providing clinical services directly to the client.

AFTER READING INITIAL HERE \_\_\_\_\_

### Referrals

We value the opportunity to have been able to provide services to you. We also welcome the opportunity to be able to do the same with your colleagues, friends, and family members. We ask that you share your experience with them and invite them to allow themselves to create interpersonal growth in their lives.

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