

## **Missed Appointment and Cancellation Policy**

Our goal at Advantage Therapy Centers is to provide quality care to all of our patients. No-shows, late arrivals, and cancellations inconvenience those individuals who need access to medical treatment. We would like to take the time to remind you of our policy regarding missed appointments.

### **Cancellation of an Appointment**

Please be respectful of other patients who are in need of appointments by contacting our office in a timely manner to cancel your appointment. This time can be allocated to someone who is in need of treatment for their disorder. Appointments are in high demand and by your early cancellation we will be able to accommodate another patient who needs access to timely medical care.

If you need to cancel your appointment please contact our front office coordinator within 24 hours to reschedule your appointment. We recommend that you reschedule your missed appointment within the same week so that you can get the maximum benefit from our program. Participating in therapy two consecutive days is acceptable.

### **No Show Policy**

A no-show is a patient who misses an appointment without calling to cancel it.

- The first time there is a no-show, our front office coordinator will contact you to confirm your next appointment.
- The second consecutive day there is a no-show, our program coordinator will contact you to confirm your next appointment, and a no-show fee may apply.
- The third consecutive day there is a no-show, your scheduled appointments will be removed from our scheduler and you will be charged a no-show fee. If you wish to continue with the program, you will need to contact our office to be rescheduled again. Although we will try to accommodate you, please keep in mind that your previous time slots may no longer be available.

**Due to the time that is allotted for your first appointment with our clinicians, a no-show will result in a \$100 fee for the visit**