

Susan Pauna, M.S., LCPC

FAILED APPOINTMENT / LATE CANCELLATION POLICY

Patient Name: _____

Regular appointments are an important part of your care. Scheduled appointments must be cancelled by noon the previous business day or it will result in your account being charged for late cancellation. This means that Monday appointments need to be cancelled by Friday at noon. A Failed Appointment includes arrivals of more than 20 minutes late as well as failing to show up for a scheduled appointment. We require you to keep a credit card on file for these incidents which will be charged same-day at the office; if the card is declined any charges must be paid prior to your next scheduled visit. These charges are not billable to your insurance company.

I have read and understand the above stated Failed Appointment / Late Cancellation Policy.

Patient Signature

Date

Legal Guardian Signature (if applicable)

Date