



## **Mynd Works *No Show/Late/Cancellation Policy***

Please notify your therapist as soon as you know you can't attend your scheduled session or are running late. This can be done by emailing your therapist directly when possible or calling the front office at JFS. The notice will allow us to offer your spot to another client in need. Please see the following policy for details and talk with your therapist if you have questions.

**Any fees accrued will need to be paid before your next scheduled session.**

- 1. No Show and Late Cancellation** (less than 48hrs. before your scheduled session)  
If you do not show up for a scheduled appointment or make a late cancellation, there will be a **\$25 fee (Not applicable to Medicaid clients)**. If we can schedule you for a different time that same week (dependent solely on your therapists availability) we will waive the fee. If there are **3 unexcused or 2 consecutive unexcused no shows/late cancellations for appointments within a 6 month period**, you will be removed from your therapist's schedule and returned to our waiting list to allow other clients access to services.
- 2. Late arrival to appointment** (more than 10 minutes past the scheduled time)  
If you arrive 10 minutes or more after your scheduled appointment time, your therapist may cancel the session which will be considered a Late Cancellation resulting in a **\$25 fee (Not applicable to Medicaid clients)**. If we can schedule you for a different time that same week (dependent solely on your therapists availability) we will waive the fee. If there are **3 unexcused or 2 consecutive unexcused late arrivals for appointments within a 6 months period**, you will be removed from your therapist's schedule and returned to our waiting list to allow other clients access to services.

Again, the purpose of our policy is to make sure we are establishing strong mutually respectful therapeutic relationships with our clients and to allow our therapists to serve as many clients in need as possible. Please talk with your therapist if you have any additional questions or concerns and thank you for allowing us to serve you. Please sign below to indicate that you have read and understand our No Show/Late/Cancellation policy.

***By checking this box and typing my name below I confirm this is my digital signature***

Client Signature \_\_\_\_\_ Date \_\_\_\_\_



The staff of Mynd Works is deeply committed to providing you with professional and compassionate quality mental health services. Your therapy appointment should be viewed as any other important medical appointment and attended on time as scheduled. Missing or arriving late to your session can not only make it impossible to give your time slot to another client in need, but it can also negatively impact your therapeutic journey. Mynd Works is unable to bill insurance for a scheduled appointment that is missed or cancelled.

We understand that there are exceptions that make it impossible to attend your scheduled appointment. Excused absences are as follows: you are too ill to attend your appointment or are contagious with any medical condition or environmental hazard (lice, bedbugs, scabies etc); or you are having an issue with transportation such as last minute car problems or a traffic obstruction. During the COVID 19 crisis, some other exceptions may apply and you can get further clarification from your therapist. Both the therapist and the client have the right to discontinue the relationship at any time.

Again, our staff is here to support you through your healing journey and our policies exist to protect and support all parties involved. We commit to you that we will give you 48 hours notice if we need to cancel or change your scheduled appointment and that we will be available for your appointment no later than 10 minutes after your scheduled time.

Here are some tips that other clients have found helpful in managing appointments:

- Use the calendar on your phone to enter your appointments at the end of each session
- Have a planner or calendar available to record your appointment at the end of each session
- Use an alarm on your device or clock to remind you when it's time to log on to or leave for your session
- Have other important appointments and work schedules available when you schedule with your therapist to avoid any time conflicts
- If you forget when your scheduled session is, please don't hesitate to email your therapist or call the front office.
- While we are operating remotely, email your therapist if you are having trouble connecting to the app.

**Please read and sign the following No Show/Late/Cancellation policy**

***By checking this box and typing my name below I confirm this is my digital signature***

Client Signature \_\_\_\_\_ Date \_\_\_\_\_