



555 Sun Valley Dr Unit G-4 Roswell GA 30076
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Cancellation, Rescheduling, and Termination Policy

A cancelled appointment (*in-person and/or telemental health*) does not just delay progress in therapy but also hurts three people: *you, your therapist, and another client* who could have potentially used your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for you.

When a session is cancelled without adequate notice, your therapist is unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, insurance companies do not reimburse for missed sessions.

This cancellation policy is not a penalty or a punishment. This is a standard across most private practices. My practice is set up for people who are able to either keep the appointments that they schedule or who are comfortable with the fact that they will need to pay for the appointment if for some reason they're unable to attend. Most clients understand this. Very rarely, there will be a client who will feel that he or she is being punished when they are charged a late cancellation fee. Please understand that mental health therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, **this is for your personal betterment, growth, and consistency is key in order to achieve optimum benefits of therapy.**

For Telehealth and In-office appointment: A fee of **\$190** will be charged when you miss/don't show up or cancel or re-schedule an appointment **without giving at least 24-48 hours** advanced notice. **For IN-OFFICE and/or WEEKEND APPOINTMENTS (telehealth and/or in office), a 48 hours advance notice is required to avoid late cancellation/no-show fees of \$190.**

This means that if an **in-office** appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Sunday at the absolute latest. **For telehealth** that would be Monday by 3pm. You can cancel or reschedule your appointment by calling, secure messaging, or emailing your specific therapist. Anytime a client does not show up **within 15 minutes** of the prescheduled session is considered a **missed session** or a session that you have not shown for. ***For Saturday or Sunday appointments, 48-hour notice is required. Please note that for a telehealth appointment, it is important to have the privacy to connect safely for your sessions, otherwise the appointment will need to be rescheduled and the late charges will be applicable. For example, for your confidentiality and privacy, we cannot meet while you are working at your job and expect to be or may be interrupted.**



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The only time your therapist may waive this fee is in the event of **serious or contagious illness or extreme weather or life threatening emergency including hospitalization**. I understand that things come up, but there is still a fee because I have business obligations and I have to be fair to the other clients who routinely show up for their appointments. If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied is for clients with Medicaid insurance.

Note about Rescheduling:

We understand at times there may be last minute conflicts with previously scheduled appointments. Please note, your therapist prioritizes and plans for your counseling appointment to help you achieve your goals effectively. **If you must re-schedule, please do so at least 24 hours in advance.** Anything outside of that time frame will be considered a late reschedule and be subject to fees of \$190. This includes if one changes the duration of a session with less than 24 hours to the appointment time. For example, requesting to change a 60 minute session to 30 minutes will be counted as late re-schedule and subject to fees of \$95. The only time your therapist may waive this fee is in the event of **serious or contagious illness or extreme weather or life threatening emergency including hospitalization**.

Termination Policy:

I encourage a termination session, should you need to end therapy for any reason including having met your therapy goals. That being said, **2 consecutive missed appointments** without first reaching out to the therapist, attempting to reschedule, or otherwise indicating unclear or lack of commitment to treatment, can result in termination of the therapeutic relationship. If you no show for **two or more scheduled appointments within a 30 day time period** without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice, **the therapeutic relationship and counseling services will be terminated**.

Additionally, your therapist may terminate for the following reasons after making efforts to discuss with you appropriately beforehand.

- If determined that counseling is not being effective for the presenting concern/s.
- If there is any threat or indication of physical harm from you to your therapist or any office staff then termination will be effective immediately.
- If you no show for two or more scheduled appointments within a 30 day time period without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice.



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- If there has been no appointment attended in a 30 day time period, I reserve the right to discontinue therapy services with you assuming you are no longer in need of services or not committed to treatment.
- If there is lack of payment or severe delay in payment for services.
- If there are consistent cancellations or no shows or a show of lack of commitment to the therapy process and treatment plan (e.g. non compliance, lack of cooperation with service providers)

In any of the above mentioned cases, **for legal and ethical reasons, the professional therapist-client relationship must be considered as discontinued, thus marking the end of counseling treatment. Counseling works best when we can be consistent and regular in attending sessions based on treatment plan.**

If therapy is terminated for any reason or you request another therapist, your therapist will be glad to provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Resuming Therapy:

You may resume counseling at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

I am sincerely looking forward to facilitating you on your journey toward healing and growth. I hope you will show commitment towards the therapy process. If you have any questions about any part of this document or policy, please ask on the day of your initial appointment.

By signing below you acknowledge and agree to all the terms mentioned above. You also acknowledge that you have been given an opportunity to address any related concerns.