

Primary Psychology of Central Florida, LLC

Psychological Services for Family Wellbeing
2521 13th Street, Suite F, Saint Cloud, Florida, 34769
Phone: (407) 900-4885 Fax: (866) 515-9293

24-HOUR CANCELLATION POLICY

Cancellation & late arrival phone number: (407) 900-4885

You may leave a voice mail or send a text message to cancel or reschedule your appointment. Although we will try our best to send an appointment reminder, you are still responsible to keep any scheduled appointment.

You will never be charged for a cancellation if it is made more than 24 hours in advance of your scheduled appointment time.

Reason for this policy: Notifying me of your intention to cancel or reschedule 24-hours in advance gives me an opportunity to schedule someone else for that time slot. This is important because others may be waiting for an earlier appointment or may also be looking for an opportunity to reschedule for a different time. If your appointment is on a Monday, we ask that you advise us by 4:00 pm the Friday prior. As much advance notice as possible is always appreciated.

IF YOU CANCEL YOUR APPOINTMENT WITH LESS THAN 24 HOURS NOTICE, YOU WILL BE CHARGED FOR THE MISSED APPOINTMENT UNLESS IT IS DUE TO ILLNESS OR AN EMERGENCY. BY PRESENTING PROPER DOCUMENTATION TO SUPPORT THE CIRCUMSTANCES THAT PREVENTED YOU FROM ATTENDING THE APPOINTMENT, THE MISSED APPOINTMENT FEE COULD BE WAIVED AT THE DISCRETION OF YOUR CLINICIAN.

If you simply do not show up for a scheduled appointment, you will be charged **\$25.00** for each hour that is missed. Because it is illegal to bill your insurance company for a missed appointment, you will end up paying the full fee for the missed session out-of-pocket (resulting in a much higher payment than you may have paid for a kept appointment). For many this creates an unnecessary hardship. You will need to cover the balance due prior to scheduling a new appointment.

This cancellation policy is standard in the medical and mental health fields and will be strictly enforced.

Arriving late with notification: If you notify us that you will be arriving late, your appointment time will be held for you and you will have the time which remains in that session. If you arrive more than 15 minutes late for your appointment, it will be considered a missed appointment.

We do a courtesy reminder to confirm your appointment previously scheduled, if the office tries to contact you without any response your appointment could be cancelled.

If you have questions about this cancellation policy, you should discuss this with your clinician at the start of therapy. Please sign below to indicate you have read, understand, and agree to abide by this cancellation policy. Thank you.

Signature

Date