



Late Cancellation and No-Show Policy

NO SHOW/LATE CANCELLATION (\$75.00 CHARGE)

EFFECTIVE JANUARY 1, 2023

CANCELLATIONS AND MISSED APPOINTMENTS

The client is expected to attend each scheduled session on time. A canceled or delayed appointment delays our work and can negatively impact other clients. Since your appointments involve the reservation of time specifically for you, and out of respect for your therapist and our other clients, a minimum of 24 hours' notice is required for rescheduling or canceling an appointment. We appreciate more than 24-hour notice when possible, as we can then make that time available to other clients. Therefore, if you should know before the required 24-hour notice that you will not be able to attend our session, email your clinician, or call/text the office (773-234-7994) so that we have time to fill your slot and can put another client in your space that may need it. The more time, the better for the therapist and other clients who are in need.

Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is canceled without adequate notice, we are 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.

WHEN THE NO SHOW/LATE CANCEL FEE IS WAIVED

The only exception to this cancellation policy is in the event of a serious or contagious illness or emergency. ***We offer one grace for these purposes every year.*** Some examples of emergencies are car accidents, deaths in the family or extreme illness. ***Work issues do not constitute emergencies. This cancellation policy also applies even if missing the appointment was an unintentional act.***

FREQUENT CANCELLATIONS OR MISSED APPOINTMENTS

Frequent cancellations (3 or more in 6 months or 2 consecutive) and/or missed appointments (no show) will result in the termination of treatment. If you have arranged with your therapist to have recurring appointments, the next recurring



Late Cancellation and No-Show Policy

appointment will stay in the calendar. Therefore, please call the office if you choose to cancel that appointment to avoid a second No Show/Late Cancel charge of \$75.00. A voice mail or email is sufficient as they are date and time stamped. ***The recurring appointment will be removed after the second consecutive No Show/Late Cancel.***

Although Sista Afya Community Mental Wellness may send you text or email reminders about upcoming appointments, this is done as a courtesy and only if you consent to receive such communications by providing us with your email address and cell number. It remains your sole responsibility to keep track of and timely attend all scheduled therapy appointments, whether or not you receive the text or email reminder. It is your responsibility to inform the office if your phone number or email has changed.

FEES FOR NO-SHOWS & LATE CANCELLATIONS

No-Show Fees: Anytime you fail to attend a scheduled appointment without giving appropriate prior notice of cancellation, you will be charged \$75.00 for the no-show session. The credit card information or other payment information you previously provided will be used to process this payment immediately. ***By providing us with your credit card information or booking an appointment, you consent to this policy. Multiple no-shows will result in the termination of therapy.***

Late Cancellation Fees: Any session that is missed by canceling less than 24 hours in advance will be charged a \$75.00 fee. You will be charged even if the cancellation is work-related and even if you rescheduled the appointment. The credit card information you previously provided will be used to process this payment. By providing us with your credit card information or booking an appointment, you consent to this policy. Repeated late cancellations (more than two) may result in the termination of therapy. Multiple no-shows will result in the termination of therapy.

You should note that insurance companies generally do not reimburse for missed appointments

HOW 24-HOUR NOTICE WORKS

A fee of \$75.00 will be charged when you miss or cancel an appointment without giving 24 hours advance notice. This means that if an appointment is scheduled for 3:00 pm



Late Cancellation and No-Show Policy

on a Tuesday, notice must be given by 3:00 pm on Monday at the absolute latest. You can cancel your appointment by calling the office or replying to the reminder email.

WAIT TIME/GRACE PERIOD

Your wait time is kept to a minimum. Due to the length of time provided for each appointment, it is critical that you arrive on time for your appointments. ***If you are more than 15 minutes late to your appointment, we will have no choice but to reschedule your appointment and you will be responsible for the \$75.00 fee of a no show.*** To avoid paying no show fees, we require at least twenty-four (24) hours' notice for all cancellations (as described above). Both therapist and client have a grace period of 15 minutes.

If you owe us the \$75.00 fee from a late cancellation or no-show, your future appointments will be canceled or postponed until the fee is paid in full.

THANK YOU!!!

We value you as a client and hope to help you with your future endeavors; however, we can only accomplish this with your understanding of your obligations set forth in this policy and consistency with treatment. Thank you for your understanding. Your therapist looks forward to beginning this therapeutic journey alongside you!

Please affix your signature below to confirm your understanding of our late cancellation and no-show policy.

Print Name

Date

Signature

Sista Afya Community Mental Wellness
1817 E. 71st Street, Chicago, IL 60649
(773) 234-7994 | therapy@sistaafya.com