



## ArborGate Associates, Inc. CANCELLATION POLICY

ArborGate Associates Inc. will adhere to the following policy and procedures as pertains to cancellation and rescheduling of appointments. Committing to and following through with scheduled appointment times is considered to be a significant element to the counseling process. Appointment times are considered valuable to both client and therapist and are considered reserved time as the therapist plans and prepares according to the treatment plans. We do realize that unforeseen circumstances may warrant a client's need to reschedule an appointment. We do require a 24-hour notice so that that appointment time may be offered to another. In the event a 24-hour notice of cancellation is not offered the client will be charged the full session fee for the missed appointment as insurance companies do not honor these charges. In the event of inclement weather cancellation of the session will be according to the discretion of the counselor. A telephone session may be offered in lieu of the face-to-face session. **Appointments cannot be cancelled on-line.**

### **FOLLOW-UP ON NO-SHOWS FOR THE FIRST APPOINTMENT**

In the event a client does not show for a first appointment, there is not yet a formal treatment contract between the potential client and the therapist. An attempt will be made to contact the potential client within 24-hours (working day) to reschedule the appointment. If the potential client fails to show for an appointment a second time no further contact will be initiated.

### **FOLLOWING UP NO-SHOWS BEYOND THE FIRST APPOINTMENT**

In the event a client does not show for a scheduled appointment (or failed to keep or cancel an appointment) that client will be called within the session hour. If the problem was not a simple mix-up, the client will be asked why he or she did not come in. ArborGate Associates, Inc. recognizes that many reasons may lead to a client not keeping an appointment and every effort is made to respect those possibilities. At the same time we expect that clients be responsible and be held accountable for their therapist's reserved time.

### **TERMINATION OF THE COUNSELING RELATIONSHIP**

In the event a client drops out of counseling (either canceling and reporting such or simply not scheduling appointments) the therapist will send the client a letter noting the unplanned termination and urging the client to schedule an appointment for further treatment or to attempt to put temporary closure on the current problem or situation, summarize issues, discuss progress, and or provide for future treatment implications. Additionally, the risks that can stem from premature termination of treatment are noted. ArborGate Associates, Inc. believes the termination of services is significant to the therapeutic process and should be negotiated appropriately.

Your signature below indicates that you have read the information in this document and agree to abide by its terms during our professional relationship.

_____	_____	_____	_____
Client Signature (parent/guardian if under 18)	Date	Therapist Signature	Date
_____		_____	_____
Relationship to Client		Psychologist Signature	Date