

# ***Adolescent & Young Adult Medicine, P.S.***

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## **CANCELLATION POLICY**

We commit a significant amount of time to each patient each week. Your appointment times are reserved for you so that you can recover as quickly as possible. We see one patient every 30 to 60 minutes. We will work diligently to be on time so please be on time for your appointment. If you are scheduled for an hour and arrive 30 minutes late, you will either have a much shorter appointment or be rescheduled altogether. To protect the integrity of our schedule and the treatment process and be fair to those on our waiting list, you will be charged for a missed appointment unless you call by noon the business day prior to your appointment. You must call Thursday by noon to cancel Monday as we are closed on Friday and cannot adjust the schedule. **There is no refund for missed groups as full group attendance is necessary for the best treatment outcome.** Patients who call frequently to cancel the day before their appointment, are not following the treatment plan and will be discharged from the practice.

**New Patient Cancellation Policy:** You will be charged \$200 if you cancel your new patient appointment without 24 hours notice. *Please be aware Monday appointments cannot be canceled on a Friday, Saturday, or Sunday as our offices are closed these days.*

**Medical Cancellation Policy:** There will be a full charge [\$110] for a 25-minute visit if you fail to cancel by noon on the prior business day. *Please be aware Monday appointments cannot be canceled on a Friday, Saturday, or Sunday as our offices are closed these days.*

**Family Education Cancellation Policy:** There will be a \$100 charge for Family Education appointment if you fail to cancel by noon on the prior business day. *Please be aware Monday appointments cannot be canceled on a Friday, Saturday, or Sunday as our offices are closed these days.*

**Psychiatric / Psychological Cancellation Policy:** You will be charged \$100 for a missed psychiatric or psychological appointment if you fail to cancel by noon on the prior business day. *Please be aware Monday appointments cannot be canceled on a Friday, Saturday, or Sunday as our offices are closed these days.*

**Group Cancellation Policy:** **Group is paid for in advance in 8-week increments. For group to be most effective all members must attend regularly. There is no refund for missed groups for any reason, if we cancel the group, an extra session will be added at the end of the course.**

Please note that **MONDAY APPOINTMENTS CANNOT BE CANCELLED FRIDAY, SATURDAY, OR SUNDAY ON THE ANSWERING MACHINE.**

Insurance will not pay for missed appointment charges.

**I have read and understand the Cancellation Policy, and I assume personal responsibility for the prompt payment of any cancellation fees.**

*Patient Name* \_\_\_\_\_

*Date* \_\_\_\_\_

\_\_\_\_\_  
**Signature of patient/parent/legal guardian**

\_\_\_\_\_  
**Parent/guardian name (please print)**