

Morning Light Counseling Services Untimely Cancellation / No Show Policy

Please be advised that Morning Light Counseling Services has an Untimely Cancellation/No Show Policy. If you are unable to keep your appointment, please show consideration by calling in advance to cancel. A “no-show” is defined as a “did not call/did not cancel” appointment. An “untimely cancellation” is defined as failure to give at least 24-hours notice of cancellation.

Failure to give a 24-hours notice of cancellation of an appointment “untimely cancellation” or “no-show” for each scheduled hour of appointment time will result in a charge of \$50, payable at your next appointment. This charge cannot be billed to your insurance company and is owed by you.

Two (2) consecutive “untimely cancellations” or “no-shows”, or four (4) with four (4) months, may result in termination of your treatment by Morning Light Counseling Services. If this happens, referrals to other providers in the area will be provided.

Should the contract with your insurance company not allow for billing you the “untimely cancellation/no-show” charge, you will be allowed on two (2) “untimely cancellations” or “no-shows”. This will terminate your treatment at this office and your file will be closed. If this happens, referrals to other provides in the area will be provided.

Evening appointments are considered “prime” appointment times. Not showing or failing to cancel within 24 hours for one (1) evening appointment (4pm to 7pm) may result in being rescheduled only for daytime appointments. (Please note this does not mean you cannot cancel an evening appointment, you must simply make the 24 hours advance courtesy call to cancel and/or reschedule your appointment.)

If you show up for your session without payment ability, you are given the option of 1.) Returning with full payment and attending the remaining balance of your session (unless it is the therapist’s last appointment of the day-see below), or 2.) Having the appointment documented as an “untimely cancellation” (please note: you are assessed the \$50 fee, payable at your next appointment if you choose option 2).

If you are more than 20 minutes late for your session, you may have the remaining balance of your session, upon receipt of your co-pay, you may have the remaining balance of your fee, as stated above. If yours is the last session of the day, the counseling office will be open for 20 minutes past your appointment time. If you are running late, particularly for evening appointments, it is best to call the office to inform us of your estimated time of arrival.

If the therapist is late, your will receive your full session time. This office values your time also and will make every effort to keep appointments on time. There are emergencies that occur in the mental health field that could cause your appointment to be late and your patience is much appreciated in these circumstances.

By signing below, I acknowledge that I have read and understand the Untimely Cancellation/No Show Policy of Morning Light Counseling Services.

Client’s Printed Name

Client’s Signature(parent/guardian)

Parenting/Guardian Printed Name

