

APPOINTMENT CANCELLATION / NO SHOW POLICY

Should you need to cancel or reschedule your appointment please contact our office **immediately, and no later than one full day in advance**. This allows us time to schedule other patients who may be waiting for an opening.

- We do not accommodate “standing appointments”. All appointments must be scheduled by you with admin staff. In most cases, you may schedule out 6 weeks in advance.
- When you schedule appointments, always ask for a **print out** from the front desk.
- **Do not rely solely on reminder texts to know when your appointment times are.** Reminders are a courtesy and may, at times fail to send effectively.
- If you have a missed call or voicemail from our office, please call the office ASAP, as we may be contacting you to cancel or change an existing appointment.
- There may be times your therapist becomes ill, or has a conflict arise which requires a same day or short notice cancellation. When this happens Briarwood staff will contact you immediately upon being informed to reduce the inconvenience to you of rescheduling. Every effort will be made to get you back in as quickly as possible. If you are experiencing a crisis and feel you must be seen by another therapist until your therapist returns, please notify the staff so they can attempt to make this accommodation.
- **Same day cancellation fee: \$35.00 No show fee: \$50.00**
- If a second no show, or third same day cancellation occurs in a short time period, your future scheduled appointments may be removed. **You may then be placed on conditional scheduling**, which could mean only one appointment at a time will be allowed. If missed appointments continue to be a problem, you will be released from our care as a patient.
- Charges for same day cancellations due to illness will be subject to review. Please always remember to contact the clinic as early as possible to cancel a same day appointment.

COVID INFO – IMPORTANT!

- If you have any of the symptoms related to COVID-19, or have been exposed to someone who has COVID, or is being tested for COVID; or are caring for someone with COVID, **you are expressly prohibited from entering the clinic!**
- If you are tested for COVID, you must notify the clinic immediately so we can assess the risk to our staff and patients. You will be required to either cancel all appointments for a period of 14 days, or be seen via Telehealth, rather than in person. If your test comes back negative and you have no symptoms of COVID, please contact the office to discuss scheduling in-person appointments.