

South Walton Academy MISSED SESSION POLICY

Effective July 15, 2019

A cancelled appointment hurts three people: you, your therapist, and another client who could have potentially utilized your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list. In addition, we are unable to bill your insurance company for sessions that are not kept.

A fee of \$50 will be charged when you miss or cancel an appointment without giving 24 hours advanced notice. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Sunday at the absolute latest. You can cancel your appointment by calling, texting, or emailing your specific therapist, via parent portal, or emailing southwaltonacademy@gmail.com.

The only time we will waive this fee is in the event of serious or contagious illness or extreme weather. If you are sick and present a doctors excuse this fee will be waived. If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied for clients with Medicaid insurance. Thus, clients with Medicaid insurance who have three

or more late cancellations or missed sessions may be referred to other providers should there be indication that the pattern will continue.

South Walton Academy clients: Please note that your therapist cannot charge you or your insurance for missed sessions or late cancellations. This means that your appointment slot could have been filled with a client who paid, however your therapist will lose money or the opportunity to schedule another client if you late cancel or do not show up. Because of this, three or more late cancellations for South Walton Academy clients within a six-month period could result in immediate discharge and referral elsewhere.

Additionally, please understand that therapy should be viewed as any other important medical appointment would be viewed.

While it is a time commitment, this is for your personal betterment and consistency is key in order to achieve this. That being said, two consecutive missed appointments without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, can result in termination of the therapeutic relationship. If you miss two or more scheduled appointments within a 30 day time period without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice, the therapeutic relationship will be terminated. Your case may be reopened at any time should you so choose, however you may be placed on a waiting list if there are other clients waiting to use your time

slot. This is standard practice with most therapy agencies and private practice offices.

Because your therapist believes that the responsibility for your care is on both the client and the therapist, we agree that if you are double-booked for an appointment, if we miss an appointment without notice for your appointment, you will receive a FREE therapy session.

Thank you for your understanding. Your therapist looks forward to beginning this therapeutic journey alongside you!