

AFFINITAS PSYCHIATRIC CARE

No Show / Cancellation Policy

Thank you for trusting your mental health care to Affinitas Psychiatric Care. Our goal is to provide quality care in a timely manner. We know when you make your appointment that you intend to keep the appointment. We understand that unexpected situations arise, and appointments need to be rescheduled or cancelled. To provide quality service to all our clients we have policies in place that enable us to better utilize available appointments.

If it is necessary to cancel your appointment, we require at least 24 hours' notice to do so. Call one of these numbers to cancel your appointment: **701-404-8969**

A "CANCELLATION" is an appointment that has been cancelled at least 24 hours in advance.

A "LATE CANCEL" is an appointment that is cancelled less than 24 hours in advance.

A "NO SHOW" is missing an appointment without any notification regarding your appointment.

(Late Cancels and No-Shows inconvenience those individuals who need to access mental health services in a timely manner.)

A client who either No-Shows or Late-Cancels will be required to pay a reestablishment fee of \$50.00. (The fee is charged to the client, not the insurance company, and must be paid before another visit can be scheduled.)

After **TWO (2)** No-Show or Late-Cancelled appointments the client may be dismissed from Affinitas Psychiatric Care.

If you have any questions about anything written in this policy, please inquire for clarification. When you fully understand, sign and date the policy. A copy will be kept your Electronic Health Record (EHR). A copy of this policy is available upon request.

Printed Name

Signature

Date