



## Cancellations and No-Shows

Because the Montrose Center does not generate profit from the services we provide, missed appointments put a strain on limited resources and ultimately impact the sustainability of our organization. The following ensures that services remain available and affordable for all of our clients.

24 hours advance notice is required to cancel and/or reschedule an appointment. As a courtesy, we ask that you cancel as soon as you are aware of any conflict. The preferred method of contact is by phone, and you may leave a voice mail message, which will record the time and date of your call. If 24 hours is not provided, it is considered a *no-show*.

*No-shows* are **excused** only if there is an emergency (e.g., medical, accident, work schedule or unsafe weather conditions). Lack of transportation is considered excusable only if you cannot get here at your scheduled time by other means (such as by Metro, taxi, or ride-sharing service).

If a *no-show* is **NOT excused** for any of the reasons above, you will be responsible for payment of the sliding scale fee, corresponding to your income, for that session. Grants, health insurance policies and other third-party payers will not cover this fee, meaning that you would be responsible for payment.

**Based on reported income, your fee per missed session would be \$\_\_\_\_\_**

If a fee is assessed, you may not reschedule until either the fee is paid, or payment arrangements have been made (e.g., \$10 per week until paid).

Accruing **two (2) unexcused no-shows** may result in one of the following:

Your therapist will notify you that your individual counseling services are being terminated and your counseling file closed. If this occurs, you may request to reopen services through the reception desk. However, you may be subject to a waiting list with other new and returning clients and payment of any unpaid fees.

**OR**

Your therapist may place you on “stand by” for scheduling. This means that you may not schedule appointments in advance, but that you may contact your therapist on any given day and request to be seen the same day. The therapist will then accommodate you if there is an available time.

This decision is at the therapist’s discretion, and may be influenced by the clinician’s case load and/or the overall demand for services.

