



## Cancelation Policy

### Late Cancelation or "no show"

We ask that parents give 24 hours' notice for Cancelations, in the form of a phone call and voice mail to the therapist. Please do not email Cancelations. Please ensure that you give at least 24 hour- notice if your child exhibits any of the following (includes, but is not limited to, a fever at or above 100, vomiting, sinus infection or flu-like symptoms, viral infections, pink eye, lice, strep throat). Cancelations (or "no shows") without 24 hours notice are subject to a Cancelation fee of \$50. The therapist will bill for this at a rate of \$50/hour or session and the family will be responsible for this fee. Insurance carriers will not pay for missed appointments, late Cancelations, or late arrival. The therapist will contact the family after 15 minutes has passed and inform them that they are leaving, (unless the parent is near-by and both parties agree to have session). If the therapist attempts to reach the family unsuccessfully, the therapist should attempt to leave a voicemail stating that the session is cancelled. This policy is also in effect for sessions at school when the child is not present at the stated session start time. This policy is also in effect for sessions at school when the child is not present at the stated session start time.

**Please understand that these policies are in place in order for the therapist to best meet the needs of the clients. We understand that emergency situations arise, on both ends (therapist and parents), and these situations will be handled on a case-by-case basis. Johnson Behavioral Services is also expected to give 24 hours' notice for Cancelations and are expected to call if they will be late due to traffic or other unforeseen circumstances. We appreciate your understanding of the need for these policies as we continue to provide services to your family.**

I have read and understand the Cancelation Policy.

Parent Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_