

Untimely Cancellation / No Show Policy

1. Untimely Cancellation / No Show Fee

An “untimely cancellation” is when the client / authorized representative fail to give at least 24-hours notice of cancellation of an appointment. A “no show” is when the client / authorized representative does not cancel nor attends the appointment. Untimely cancellation / no show will result in a charge of \$125.00. This charge is a separate fee and does not increase or decrease any other assessed fees. This fee applies to all clients. This fee is due at or before the client's next appointment or within one month of the missed appointment, whichever ever comes first. The client / authorized representative will receive written notification of the charge for the missed appointment within a few days of the previously scheduled appointment time. Should the client / authorized representative choose to terminate the relationship, the fee is still owed.

Sessions may be canceled by contacting me through phone or email. Leaving a voice mail counts as adequate notice provided it is made within the time constraints of this agreement.

2. Multiple Untimely Cancellations / No Shows

Two consecutive untimely cancellations or no shows or three within three months may result in termination of the therapeutic relationship. The client / authorized representative will be given appropriate referrals. The untimely cancellation / no show fees are still assessed for each individual missed appointment.

3. Evening / Prime Time Appointments Policy

Untimely cancellations / no shows of evening appointments may result in being scheduled during traditional daytime hours. Note that cancellations of evening and prime time appointments are acceptable provided that adequate notice is given as defined by this form.

3. Insurance and No Show Policies

The untimely cancellations / no show fee can not be billed to the client's / authorized representative's insurance company and is owed by the client / authorized representative. In addition, some insurance companies may deny previous or continued coverage due to cancellations / no shows leaving the client fully responsible for all uncovered session fees.

LG Counseling, PLLC will not submit any claims to insurance companies for untimely cancellation / no show appointments.

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4. Therapist Timeliness

As professionals, we strive to be on time and be responsive to our clients. However, due to the nature of this field, certain types of emergencies may require our immediate and undivided attention. Should these situations occur, clients will be given the full scheduled amount of time for each session or the option to reschedule the appointment without penalty. Thank you in advance for your understanding.

5. Client Tardiness

If a client is running late, especially for evening appointments, it is best to call or email the therapist and inform the therapist of the client's estimated arrival time. If the client arrives more than 20 minutes late, the client may have the remaining time of the scheduled session charged at the rate for a full session. Otherwise, the client / authorized representative will be assessed a no show fee as stated above. If the client's appointment is the last session of the day, the therapist is not required to stay past 20 minutes to determine if the client will show, and the client / authorized representative will be charged the no show fee as stated above, even if the client shows later.

6. Failure to Pay Standard Session Fee at Beginning of Session

If the client / authorized representative show up to the session on time or tardy without payment for the assessed session fee, the following options are available:

1. The client / authorized representative can return with full payment and attend remaining time of your session (unless therapist's last appointment of the day – see note above about last appointment of the day).
2. The client / authorized representative can reschedule the appointment, and the present appointment will be documented as an untimely cancellation. The client / authorized representative will be charged the untimely cancellation / no show fee.

7. General

An itemized receipt will be provided for all fees upon request.

We understand that emergencies do occur, Houston traffic can be unpredictable, and life circumstances can cause unforeseen or unavoidable situations. We will do our best to work with the client as needed, and we ask that all clients respect our time and time for others.

LG Counseling, PLLC reserves the right to seek recovery of any unsettled balances via collection agency or court settlement. In such conditions, you shall be liable for any and all administrative and/or fees incurred.