



Comprehensive Psychiatry Group, Inc.

Failed Appointment Policy

Please Read this entire document

****It is very important that you read this and understand this policy****

If you fail to show for your appointment or do not call 24 hours in advance of your scheduled appointment, you will be billed:

- \$75 for a therapist or psychologist 45 min – 1 hour session.
- \$30 for a physician or nurse practitioner – 15 minute session

The CPG clinical staff need time to fill your time slot and when you cancel within at least a 24 hour notice, this is possible. If you do not show for your appointment or fail to cancel within 24 hours however, our clinicians do not receive ample notice to make that appointment available for another patient in need. For that reason, you will be billed at the above specified rates – *(insurance companies are NOT responsible for these charges)*. The only exception is if an illness prevents you from attending the scheduled appointment and you present a medical excuse from your treating physician attesting to that fact. **Understand that the REMINDER CALL / EMAIL / TEXT you receive before your appointment is a COURTESY and because of the technology involved in this process, we cannot guarantee that these calls / emails will always be sent. Failure to receive a reminder call or email does NOT excuse you of your responsibility to attend your appointment.**

At CPG we are serious about our treatment and realize that consistent attendance is key to your progress. We expect that patients who are serious about their care recognize the importance of consistent attendance at all scheduled appointments as well.

After the second missed appointment, you will be excused from the practice, and will be offered referrals to other area providers.

Please sign that you understand this policy.

Name _____

Date _____