

CANCELLATION POLICY FOR THERAPY WITH DR. FIRESTEIN

It is the client's responsibility to track their upcoming appointment times and to attend their appointments or cancel with the minimum 24-hour notice. You are welcome to contact the office by phone (970) 635-9116 or email firewom@webaccess.net if you need to confirm or change an appointment. **Due to the busyness of her practice and her limited number of client appointment times, Dr. Firestein maintains a strict late cancellation and no show policy.**

Dr. Firestein's missed appointment policy requires that clients pay in full for sessions cancelled with less than 24 hours notice or any scheduled session that the client fails to attend ("no show" appointments).

The charge for missed appointments is the sole responsibility of the client, not the client's insurance company. Charges for missed appointments must be paid in full prior to, or at the time of, the next scheduled appointment. You may receive an invoice from our office asking for payment of missed sessions. Please pay promptly. You may pay by check or credit card.

Dr. Firestein reserves the right to make limited exceptions for late cancellations and no shows that are due to documentable emergency circumstances beyond the client's control.

Determination of whether a missed session is due to a true emergency is at Dr. Firestein's discretion in consultation with the client.

Dr. Firestein reserves the right to discontinue services to a client who fails to show 2 or more times or repeatedly cancels appointments with less than 24 hours notice. Dr. Firestein also retains the right not to reschedule any new client who fails to show or cancels their first appointment with less than 24 hour notice. The decision to offer another appointment time will be entirely at the discretion of Dr. Firestein.

MEDICARE LATE CANCELLATION AND NO SHOW POLICY

PLEASE NOTE: Medicare allows psychologists to charge for missed sessions if this policy is in accordance with normal office policies for the clinic. Dr. Firestein's missed appointment policy requires that client's pay in full for sessions cancelled with less than 24 hour notice or any scheduled session which the client fails to attend ("no show" appointments).

According to Medicare policy, missed appointments are the responsibility of the client and Medicare will not pay for these appointments. The policy of this office is that these must be paid in full prior to, or at the time of, the next scheduled appointment.

I understand and agree to abide by Dr. Firestein's cancellation policy.

Client signature: _____ Date: _____