



Mindful Healing and  
Behavioral Solutions LLC

The Road Home to Mental Well  
Being

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## MISSED SESSION POLICY

**Effective January 1, 2018**

A cancelled appointment hurts three people: you, your therapist, and another client who could have potentially utilized your time slot. Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is cancelled without adequate notice, we are unable to fill this time slot by offering it to another current client, a client on the wait list, or a client with a clinical emergency. In addition, we are unable to bill your insurance company for sessions that are not kept.

A fee of **\$45.00** will be charged when you miss or cancel an appointment without giving **24 hours advanced notice**. This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday **at the absolute latest**. You can cancel your appointment by calling or emailing your specific therapist.

The **only** time we will waive this fee is in the event of serious or contagious illness or extreme weather. If you are unsure, please contact your therapist for further guidance. Please note that this fee cannot be applied is for clients with Medicaid insurance. Thus, clients with Medicaid insurance who have three or more late cancellations or missed sessions will be referred to other providers should there be indication that the pattern will continue.

Missed appointment fees will be automatically charged to the credit card on file, following a three-day grace period from the date of the scheduled appointment. This three-day grace period allows you to be able to get in touch with your therapist to reschedule and/or discuss the reason for missing the appointment. During this grace period, you can choose to pay the fee with another form of payment other than the credit card on file and/or ask for a payment plan. If you

do not contact us to reschedule or make other payment arrangements within three days, the credit card on file will be charged. Please understand that if you are more than fifteen (15) minutes late for your scheduled appointment, you may be asked to reschedule as shorter sessions may not be productive.

Additionally, please understand that therapy should be viewed as any other important medical appointment would be viewed. While it is a time commitment, this is for your personal betterment and consistency is key in order to achieve this. That being said, two consecutive missed appointments without first reaching out to the therapist, attempting to reschedule, or otherwise indicating clear commitment to treatment, can result in termination of the therapeutic relationship. If you miss two or more scheduled appointments within a 30-day time period without cancelling or rescheduling in accordance with cancellation policy of 24 hours' advance notice, the therapeutic relationship will be terminated. Your case may be reopened at any time should you so choose; however, you may be placed on a waiting list if there are other clients waiting to use your time slot. This is standard practice with most therapy agencies and private practice offices.

Thank you for your understanding. Your therapist looks forward to beginning this therapeutic journey alongside you!