

Michael Noll, LPC

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No-Show/Cancellation Policy

A canceled appointment delays our work. When you must cancel, please give me at least 24 hours notice. We are rarely able to fill canceled sessions unless we know at least 24 hours in advance. If you are unable to provide at least 24 hours notice when you cancel, you will be charged a \$20 fee for your session, unless I am able to fill it with another client. (You should note that insurance companies do not reimburse for missed or canceled appointments.) The only time I will waive this fee is in the event of serious or contagious illness or emergency.

With these reasons in mind, I have implemented the following no-show appointment policy:

- After a first no-show appointment, I will begin confirming your appointments. If I am unable to reach you within 24 hours prior to your appointment, I will assume you are canceling. If you are not going to be available within the hour prior to the scheduled appointment, it is imperative you call me to confirm.
- After a second no-show appointment, I will issue a notice to you to serve as documentation of the 2nd offense. At this time, I will request a meeting with you to determine the cause of the no-shows and find a remedy to the problem before any additional appointments will be scheduled.
- In the event additional no-show appointments occur, I will issue a letter to you to serve as notification that we may terminate services at our discretion.

I hope that you understand the need to implement this policy. I will work with you to ensure you receive the therapy needed. Thank you for allowing me the opportunity to connect with you!

I _____ have read and understand this policy. I agree to pay a \$20 fee if I am unable to comply with this policy for any reason, other than stated.

Print Name: _____

Sign: _____

Date: _____