

Appointment Cancellation Policy
Effective: 1/1/2018

At Springfield Psychological, we want to ensure that our patients have access to the care that they need. Our Appointment Cancellation Policy provides our patients with guidelines to cancel their appointments or there will be a financial consequence. This policy is in place so that we have ample time to schedule other patients needing an appointment who have not been able to be accommodated sooner. Without this policy, we are not able to accommodate folks in a timely fashion, who eagerly await services.

- **Psychotherapy Session Cancellations**
 - A late cancellation means cancelling your appointment less than 24 business hours in advance of your scheduled appointment time.
 - Missed appointments include untimely cancellation (less than 24 business hours notice) or failure to attend your session (no-show) for any reason.
 - Service Fees for Late Cancellations or Missed Psychotherapy Appointments: \$45.00
 - These service fees will be charged to your CCOF. You will be advised of these fees and will receive a receipt for this transaction.

- **Psychiatric Cancellations:**
 - A late cancellation means cancelling your appointment less than 48 business hours in advance of your scheduled appointment time.
 - Missed appointments include arriving after your scheduled time, untimely cancellation (less than 48 business hours notice) or missing your appointment for any reason.
 - Service Fees for Late or Missed Cancelled Psychiatric Appointments:
 - Initial Evaluation: \$170.00
 - 30 Minute Appt.: \$120.00
 - 15 Minute Appt.: \$ 65.00
 - These service fees will be charged to your CCOF. You will be advised of these fees and will receive a receipt for this transaction.

- **Psychiatric Emergency Medication Refill**
 - If you require medication refills outside your regularly scheduled medication management appointments, you will be assessed a **service fee of \$25.00**.
 - These service fees will be charged to your CCOF. You will be advised of these fees and will receive a receipt for this transaction.