



CANCELLATION AND MISSED APPOINTMENT POLICY

Please review the following complete Cancellation and Missed Appointment Policy. This policy enables New Heights to schedule other clients who are in need of service in a prompt and timely manner.

We require **at least 24 hour notice** for appointment cancellations anything less than 24 hours will incur a late cancellation fee.

There is a \$50 fee for any late cancellation or missed appointment.

If there are greater than **three** late cancellations and / or missed appointments, the patient will be discharged from care and their referring provider will be notified.

Cancellation over the weekend: Please call and leave a message. Your message will be date stamped and there will be no charge, if it is greater than 24 hours.

Please note that late cancellation and missed appointment **fees will not be covered by insurance.**