



## **Cancellation Policy**

It is policy with JLM Counseling Services that patients who miss scheduled appointments without providing 24 hours notice will be billed in full for the missed appointment, illnesses and emergencies excepted. Patients will be provided a bill for the missed appointment and ask that payment be remitted on or before their next appointment.

Patients should also be aware that standard policy with insurance companies dictates no reimbursement for missed appointments. If you have specific questions about insurance reimbursement and cancellation, please contact your insurance company directly.

In order to obtain the most out of each therapy session, patients are asked to arrive on time to all scheduled appointments. In order to for good therapeutic work to occur, a full 40-50-minute session is necessary and anything short of that will compromise the mental well being of the patient. If a patient arrives 15- 20 minutes late or more, the appointment will be automatically cancelled for the well being of the patient.

Patients are additionally asked to be aware that in the event a patient does not show up for an appointment or cancels within a few minutes of the scheduled time, all future therapy appointments will automatically be cancelled. Patients are asked to connect with Jessica personally should they desire to continue on with therapy services.

Thank you for your acknowledgment and attention to this important matter.

\_\_\_\_\_ Date \_\_\_\_\_  
Client Signature

\_\_\_\_\_ Date \_\_\_\_\_  
Therapist Signature