

PSGP Psychiatric Clinicians

25509 Kelly Rd, Ste A. Roseville, MI 48066 Office 586-252-2616

NO SHOW OR LATE CANCELLATION POLICY

Regular attendance to appointments is important to the success of treatment. Frequently missed appointments drive up costs for everyone. Furthermore, each missed appointment is a missed opportunity to care for others who also need treatment. Your cooperation in keeping scheduled appointments and in time cancellation when necessary is appreciated. The office will send out a courtesy reminder call 2 days prior to your scheduled appointment. It is however your responsibility to be aware of your appointment time.

Due to the high demand for appointment time, and to minimize the number of missed appointments, the following policy is in effect:

- ❖ A 24-hour notice to cancel an appointment is required before your scheduled appointment.
- ❖ **No show charges are not covered by insurance companies.** ❖ A no show, no call, or late cancellation for an appointment will result in a charge of \$50 for that appointment. That fee must be paid prior to your next scheduled appointment. A 2nd cancellation without proper notification will result in a fee of \$75. Any further cancellations without 24 hours' notice will increase by an additional \$25.00 and may result in a referral to another facility.
- ❖ Emergency situations resulting in less than 24 hours' notice may be discussed with your provider.

Only your provider may waive a fee, please discuss any fee concerns with your provider at the next appointment. Office staff and the billing department are direct to advise you of this as they cannot note for fees to be removed without the providers permission.