

## **Policy for Regular and Missed Appointments**

Dear New Client:

I'd like to continue to accommodate as many requested schedule changes as possible but also limit the number of missed appointments per week. To this end, I've added an email reminder service (see Email Reminder Options") and I'm offering each client a copy of my appointment policies.

### **Scheduled Sessions**

Each scheduled session is set aside specially and exclusively for your use. Unlike at a doctor's or dentist's office, I do not schedule extra clients to fill in gaps nor keep you waiting if everyone else shows up.

If you know you cannot keep a scheduled session, please notify me at least 48 hours in advance. If you miss a session without such advance notice, you are responsible for paying the fee for that session unless:

- \* Missing the session is due to a valid emergency or similar serious and unforeseeable events as explained below.

- \* If we can reschedule to a mutually agreeable time in the three next workdays following the missed session. I will make every effort to accommodate such rescheduling, but I cannot guarantee there will be an available time slot.

If your session is normally paid for by private insurance, you will have to pay both the usual copay and the portion normally paid by the insurance company.

Each circumstance is different, but typically injury, new communicable or grave illnesses and similar serious events where you don't know in advance that you cannot or should not keep the session are valid emergencies. In such cases, please notify me as soon as practical.

By contrast, vacations, meetings, regular childcare, ongoing illnesses and events that you can foresee in time to give me 48 hours notice are your responsibility. I realize that life is often complicated and there may be times you have to put in extra hours at work or accomplish some errand right when we have a scheduled appointment. But because these events are not unforeseeable emergencies beyond your control, if you skip a session for this type of event without giving me sufficient notice it will count as a missed session unless we can schedule an alternate replacement.

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If I make a mistake and we miss your appointment -- a circumstance that does occasionally happen as much as I try to make it a rarity -- and we can see it is my fault because you have either confirmed the appointment that week, received an email or phone confirmation from me or were provided a written appointment reminder for that day and time at a previous visit, I will provide a free extra appointment at a mutually-agreeable time in addition to your regular appointment.

If you have asked for a regular appointment day and time, I will try to provide it. But if you regularly miss, postpone or reschedule your appointment, I may have to make that time slot available to another client. I will do my best to find you an alternate regular day and time, and if that's not possible, work with you to find open times week to week.

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Feel free to discuss this revised policy with me if you feel any of it would be an undue problem for you. Thanks in advance for your cooperation and understanding.

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I have read and agree to Heather Roselaren's " Revised Policy for Regular and Missed Appointments"

Your Initials: \_\_\_\_\_ Date Initialed: \_\_\_\_\_

Date Printed : \_\_\_\_\_