

QUESTION: WHY DOES THE PSYCHOLOGY CENTER, INC. CHARGE FOR MISSED OR CANCELLED APPOINTMENTS?

ANSWER: Almost every day we receive inquiries from new clients who would like to schedule an appointment as soon as possible. However, our current clients have priority for appointment times, and sometimes your appointment has been scheduled weeks in advance. **So we save that time for you.**

But if a last minute emergency prevents you from keeping your scheduled appointment, please just call and leave a message for us as soon as you can.

However, if you know ahead of time that you cannot or will not keep your appointment, we ask that you **contact us 48 hours in advance** so that you are not charged for this time. In this way, we can offer your unused appointment time to someone else who may be waiting for an opening in our office schedule. In this way too, there is no charge to you.

Please be aware that most health insurance plans will expect **you** – not them – to pay for missed appointments. Please understand that we do not like to charge for missed appointments, and you can help us to avoid such situations by giving us advance notice by telephone/text or e mail.

Our clients have every right to expect us to be reliable and available to them as scheduled. **(What would you think of a Doctor who made an appointment with you and did not keep it and made no effort to let you know ahead of time?) We only ask that you make the same commitment that you would expect from us.**

Thank you for helping us to be available when you or others need us!