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Cancellation, Rescheduling, and Missed Appointments

PLEASE READ CAREFULLY

Serenity Wellness Services, LLC schedules a limited number of appointments per day in order to provide individualized, high-quality care. Missed appointments significantly impact our ability to serve other families.

By scheduling an appointment, I agree to the following policies.

Appointment Confirmations

Serenity Wellness Services, LLC sends multiple confirmation and reminder emails and/or SMS messages regarding scheduled appointments.

These communications serve as confirmation of the appointment.

Failure to respond to confirmation messages does not constitute cancellation. Lack of confirmation does not release me from financial responsibility for the scheduled appointment.

Fees for Missed Appointments

A fee of $200 will be automatically charged to the card on file for any missed appointment, regardless of appointment type.

Insurance cannot be billed for appointments that do not occur.

By maintaining a card on file, I authorize Serenity Wellness Services, LLC to charge this fee in accordance with this policy.

Missed Appointment Definitions

Cancellation with Insufficient Notice

If I cancel with less than 24 hours' notice prior to the scheduled appointment time, the $200 missed appointment fee will be charged to the card on file.

If I reschedule within the 24-hour window, the Late Reschedule Fee described below will apply.

No-Show / No-Answer

If I:

- Do not arrive for a scheduled in-office appointment
- Do not attend a scheduled virtual appointment
- Am not present or available for a scheduled home visit

The $200 missed appointment fee will be charged to the card on file.

Failure to confirm an appointment does not exempt me from this policy.

Early Termination Due to Safety or Conduct

If the consultant determines, at their sole discretion, that:

- The environment is unsafe for any reason, or
- The behavior of any individual present is inappropriate or makes the consultant uncomfortable

The consultation may be ended immediately.

Because insurance cannot be billed for a visit that does not occur or is terminated prematurely for these reasons, the $200 missed appointment fee will be charged to the card on file.

Late Reschedule Policy

If I reschedule with less than 24 hours' notice prior to the scheduled appointment time, a $50 Late Reschedule Fee will be charged to the card on file.

If late rescheduling occurs three (3) or more times, each additional late reschedule will result in the full $200 missed appointment fee being charged.

Options to Avoid Charges

Provide at Least 24 Hours' Notice

Cancellations or reschedules made at least 24 hours in advance will not incur a fee.

Convert to Telehealth

Instead of canceling within the 24-hour window, I may request to convert the appointment to a telehealth visit in order to avoid a missed appointment fee.

Telehealth appointments must occur in a private, stationary, and appropriate setting.

Appointments conducted in public locations, while driving, or while working cannot proceed and will be considered missed appointments, resulting in the $200 missed appointment fee.

Exceptions

Exceptions may be considered for true medical or family emergencies.

Serenity Wellness Services, LLC reserves sole discretion in determining whether documentation is required and whether an exception will be granted.

_____ _____

Client Signature Date