



CROSS KEYS COUNSELING CENTER

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Forest Park, GA 30297

"NO SHOW" AND "LATE CANCELLATION" POLICY, INSURANCE SITUATION POLICY

(THIS AGREEMENT MUST BE SIGNED PRIOR TO YOUR BEING SEEN.)

We appreciate your attention to our "no show" and "late cancellation" policy. Many people stay so busy that no shows and late cancellations have become an increasing problem. If you are not going to be here for your appointment, we require at least 24 hours' notice so as to allow someone else the opportunity to schedule in your time slot. Otherwise, the situation is much like your going to work and the boss immediately sending you home unexpectedly and without pay. We recognize that we live in stressful times that are prone to create occasional cancellations. However, in order for us to continue providing the services offered, we require that you accept and adhere to this No-Show/Late Cancellation policy. If you do not complete and sign this sheet, it will nevertheless apply if you are seen at Cross Keys Counseling Center by any therapist. If you owe a NS/LC fee, please cancel any appointments that have already been scheduled and do not reschedule until the fee is paid.

We want to emphasize that insurance will NOT pay for No Shows or Late Cancellations. They are your responsibility.

Please check the following options as appropriate and sign at the bottom:

- 1. I am a full fee client and/or have insurance. I understand that I will be charged a No Show fee of \$40 if I do not keep an appointment, or a Late Cancellation fee of \$30 if I cancel with less than 24 hours' notice.
2. I am a full fee client and/or have insurance. I understand that the above fees will be reduced to \$30 for No Shows and \$20 for Late Cancellations if these fees can be immediately charged to my debit or charge card. Therefore, I request that you charge any LC or NS fees to my charge account detailed below. I understand that this will ordinarily be done on the same day as the LC or NS.
3. I see a Cross Keys intern or associate therapist in training and pay a fee from \$10 to \$50 per session. I understand that if I do not show and did not cancel with 24 hours' notice, I will be charged my full fee or up to a maximum of \$30. My fee will be reduced by one-half if I have provided a valid charge card number and allow Cross Keys to charge the fee to my charge card below.

Signed by client or adult parent Date

Type of Card (Circle): Visa MC Card #

Name as it appears on the card

I hereby give my permission for Cross Keys Counseling Center to charge any Cancellation fees and No Show fees to my credit or debit card listed above. This is a credit/debit card (circle one).

Signed Date