



Late Cancel/No Show Policy

- Patient must call twenty-four (24) business hours in advance to cancel or reschedule any appointment. In the event patient does not call before this timeframe a late cancel status will be applied to their scheduled appointment.
- If patient fails to present for appointment or call after appointment start time, a no show status will be applied to their scheduled appointment. At this time, patient will be mailed a notification letter regarding policy and status of their compliance with this policy.
- If patient fails to present for their initial assessment, they will be terminated from care. They may write a letter of appeal for the possibility of being granted a second chance for an initial assessment with a medication provider dependent upon board review. If same patient misses initial intake with medication provider after second chance is granted, they will be permanently terminated from medication services at Horizon Psychiatry, LLC.
- If patient presents late for scheduled appointment, a late cancel status will be applied to their scheduled appointment. A new appointment may be scheduled no earlier than the next business day.
- If patient presents late to three (3) follow-up appointments in a twelve (12) month period, they will be permanently terminated from medication management services at Horizon Psychiatry, LLC.
- A no show/late cancel can be waived at provider's discretion.
- A no show/late cancel fee of \$120.00 will be assessed for any missed appointment without reasonable cause.