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## Cancellations and No-Shows

If you must cancel or reschedule an appointment, we require at least 24 hour notice (weekends not included). For example, if your appointment is on a Monday, - the cancellation must be made by the same hour on the preceding Friday. Cancellations that occur with less than 24 hour notice or if you fail to show up to an appointment, you will be charged up to a maximum of \$75 for the session if seen for medication management services or up to a maximum of \$100 for therapy services. Payment for the cancellation fee must be paid before rescheduling the next appointment. Continued cancellations and/or changing appointments by a client may result in the cancellation of continued services.

Our providers reserve the right to cancel the relationship at any time if the client becomes non-compliant with care, is belligerent, disrespectful, a danger to the provider, malinger or otherwise is harmful to the practice in any way. If there is a negative balance that is owed, the balance must be paid prior to or at the time of the next visit. If continual cancellations and repeated non-payment occurs, treatment will be discontinued. You will be notified of discontinuation of care via mail, telephone call or email. If you as the client choose to cancel your relationship with Mile High Psychiatry, it is required that you complete an exit interview. The purpose of this interview is to discuss proper discontinuation methods of medications and/or offering other medication options.