

Counseling Services Cancelled Session Policy

Policy

A cancelled session delays the work of the client and the therapist. Demonstrating respect for each other's time serves to strengthen the client-therapist relationship. Insurance companies do not allow for billing of missed sessions and therapists are rarely able to fill a cancelled session unless they know at least 24 hours in advance. For these reasons, every client will have knowledge of the Missed Session Procedure.

Procedure

In regards to cancelled sessions, the following procedure will be followed:

- 1) Clients will contact the therapist **at least 24 hours in advance** and leave a voicemail and an email notifying of the appointment that will be missed.
- 2) **If the Client fails to give 24 hour notice and misses an appointment, unless there is a major health emergency, provider will charge the fee of the missed visit. Non-payment may result in a cancellation of further sessions until the fee is paid.**
- 3) In the event of a serious or contagious illness, this fee will be waived. Written verification of the illness or emergency is required.

Client Signature

Date

Provider Signature

Date

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