

# Cancellation Policy Example

If you're a speech, occupational, or physical therapist struggling to create a cancellation policy for your practice, we created this template to help you get started. This is not exhaustive, so be sure to take some time to consider your practice's needs and flesh out each part.

**1**

## Cancellation Procedure

If you need to cancel or reschedule an appointment, please notify our office at least 24 hours in advance. You can reach us by phone or email during office hours.

**2**

## Late Cancellation or No Show

If you fail to provide a minimum of 24 hours' notice for appointment cancellation or rescheduling, you may be subject to a late cancellation fee.

If you do not show up for your scheduled appointment without prior notice, you may be charged in full for the missed session.

**3**

## Late Arrival

If you arrive late for your appointment, please understand that we may not be able to extend your session beyond the scheduled time, as it might affect other scheduled appointments. The session will still end at the originally scheduled time, and you will be charged for the full session.

**4**

## Exceptions and Emergencies

We understand that emergencies and unexpected situations can arise, resulting in last-minute cancellations or no-shows. If this occurs, please contact our office as soon as possible to discuss the situation and any possible exceptions.

**5**

## Fee Schedule

Late cancellation or no-show fees will be charged based on our fee schedule, which will be provided to you upon request or during your initial consultation.

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### Insurance Coverage

Please note that insurance companies do not typically cover late cancellation or no-show fees. Therefore, you will be responsible for paying any applicable fees directly to our practice.

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### Rescheduling Policy

If you need to reschedule an appointment, we will do our best to accommodate your request based on availability.

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### Excessive Missed Sessions

If you exceed the limit of \_\_ missed sessions within \_\_ days, we reserve the right to remove you from our caseload.

Excessive cancellations may result in forfeiting your spot. If you want to resume services, you will have to self-schedule

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### Resuming Services

If you're removed from the caseload due to excessive missed sessions, you may request to resume services after a specified period.

The request will be evaluated based on the availability of open spots in the clinician's caseload and your demonstration of commitment to attending sessions regularly.

It's important to note that this is just a template. You need to tailor it to meet your practice's specific needs and requirements. Additionally, it's recommended to seek legal advice to ensure compliance with any local or regional regulations.

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