

Metro West Center For Well Being, LLC



No Show, Cancellation and Termination Notice

At the MetroWest Center For Well Being, we are committed to providing quality and consistent care. We also ask for your full participation and commitment for the best possible outcomes. As part of that commitment, we ask that you attend each appointment you schedule or provide prompt notice of cancellation (>24 hours) when you cannot attend. Please note that your insurance will not pay for the time you reserve when you make an appointment, therefore our cancellation policy is very important to MWCWB and our ability to make a commitment to you.

- For outpatient therapy services rendered by Chip Wilder, LICSW, there will be a no show or cancellation fee of \$90 without 24-hour notice. Emergency situations can happen to all of us, which we are completely understanding of and the fee will be waived in these circumstances.
- Having three or more no shows or cancellations can result in termination of care as well and/or a change in time and day of your normally scheduled appointment. Clients will have to reach out to Chip Wilder in order to schedule a new appointment
- Co-pays are expected to be paid at the time of services provided. This can be done via cash, check or credit card with our new online Electronic Health Record. If you would like to keep a credit card on file that will be automatically charged at the time of your session that can be arranged as well. Our office manager, Ellen is more than happy to help you with this or any financial needs or concerns that you may have.
- Due to the busy schedule at MWCWB, all outpatient therapy appointments will be 45 minutes long. If a client is late, unfortunately, the session will still have to end at the normally scheduled time.

If you have any questions or concerns regarding these policies, please do not hesitate to contact us.

Signature

Date