SYNAPSE
INTEGRATED PSYCHOLOGY

SCHEDULING APPOINTMENTS – Self-pay and Commercial Insurance

I understand that having a reserved appointment time is a privilege that can be lost. If I need to cancel or reschedule, I will give 24 hours' notice ahead of my or my child's appointment so that the staff has enough time to schedule services for another patient.

I agree with the following policies:

- The first time an appointment is missed or is cancelled/ rescheduled less than 24 hours' notice I will be reminded of the policy and a $25 charge will be added to my balance.
- The second time an appointment is missed or is cancelled/ rescheduled less than 24 hours' notice, all of my future appointments will be cancelled and I will be given 2 options:
    - I can pay the retail cost of the missed visit (usually between $100 - $200) and be permitted to reschedule.
    - I lose my scheduling privileges and must call for a same-day visit and hope that there is an opening on that day. A $50 charge will be added to my balance. This option does not guarantee that I will be seen.
- After 2 missed appointments, I will be charged the retail cost of each missed appointment. I will not be permitted to reschedule until I have resolved my balance.
- If I am not seen for 3 months I will be discharged and referred to another agency for services.
- If a last-minute emergency happens, I will let the clinic know right away by leaving a voicemail or texting the cell (505-397-7197). An "emergency" means a medical emergency, contagious illness, traffic accident, or unpredicted weather event. It does not include a scheduling error or change in plans.
- I understand that if I am having trouble making it to my appointment on time, I cannot request a tele-health appointment at the last minute and expect to be seen.
- If I can reschedule for the **same day at a different time**, this will not be considered a "no-show" or late cancellation.

*Patient Name:*_____ *Patient Date of Birth:*_____

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Patient or Legal Representative Signature *Date of Signature* *Relationship of Legal Representative*