

NO-SHOW/CANCELATION POLICY

DESCRIPTION

- **"No-Show"** shall mean any client who fails to arrive for a scheduled appointment.
- **"Cancellation"** shall mean any client who cancels any appointment 24 (twenty-four) hours or more before their scheduled appointment. This does not include Monday appointments.
- **"Monday Appointments"** shall refer to appointments scheduled on a Monday. **These appointments are required to be cancelled by 12:00 PM (noon) on the preceding Friday.**
- **"Late Cancellation"** shall mean any client who cancels an appointment less than twenty-four (24) hours before their scheduled appointment.
- **"Excessive Cancellations"** shall mean any client who cancels two (2) appointments within the same calendar year and within the twenty-four (24) hour cancellation window.
- **"Late Arrival"** shall mean any client who arrives fifteen (15) minutes after their scheduled appointment or joins their telehealth appointment fifteen (15) minutes after their scheduled appointment.

POLICY

It is the policy of Seed Digging Wellness Center to monitor and manage appointment no-shows, cancellations, late cancellations, excessive cancellations, and late arrivals. The Seed Digging Wellness Center's goal is to provide excellent care to each client in a timely manner. If it is necessary to cancel an appointment, clients are required to **call and speak** with the office staff to cancel or cancel via the client portal/client text reminder, at least 24 hours before their appointment time. Notification allows the practice to better utilize appointments for other clients in need of prompt, professional care.

PROCEDURE

The client is also required to read and sign our "No-Show/Cancellation Policy" as part of our intake paperwork. The clients' signed copy can and will be provided to clients at their request.

ESTABLISHED CLIENTS

- Appointments must be cancelled at least 24 hours prior to the scheduled appointment time.
- **"Monday Appointments" will need to be canceled by 12:00 PM (noon) on the preceding Friday in order not to be considered a "late cancellation."**
- Fees for "no-shows," "late cancelations," "excessive cancelation," and/or "late arrival":
 - "No-Show"
 - First (1st) - **\$25.00**
 - Second (2nd) - **\$50.00**
 - "Late Cancellation"
 - First (1st) - **\$25.00**
 - Second (2nd) - **\$50.00**
 - "Excessive Cancelation" - **\$50.00**
 - "Late Arrival" - **\$25.00**

In the event a client has incurred two (2) documented "no-shows," "late cancelations," "excessive cancelations" or "late arrivals," the clients' future appointments will be canceled and will be placed on a six (6) month waiting list. If the provider determines a dismissal is necessary, referrals will be given to other local mental health offices.

NEW CLIENTS

- Appointments must be cancelled at least forty-eight (48) hours prior to the scheduled appointment time.

In the event that a client fails to cancel their appointment forty-eight (48) hours prior to their scheduled appointment time or does not show (no-show) to their appointment, the client will be placed on a six (6) month waiting list. Upon request, referrals will be given to other local mental health offices.



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BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.

Signature

Date

Initials