

NO SHOW/LATE CANCELLATION FEE ANNOUNCEMENT FOR VIRTUAL CLINIC CLIENTS

Effective January 1, 2025, Centerstone will be implementing a \$50 no show/ late cancellation fee when you do not show for a therapy appointment or cancel your appointment with less than 24 hours' notice.

Your appointment is a time reserved for you to see one of our providers. Cancelling in advance ensures that another individual, couple or family who is waiting for an appointment can be scheduled in that slot. Should you need to cancel or reschedule, please contact our office as soon as possible, but no later than 24 hours prior to your scheduled appointment.

Any no show fees will appear on the billing statement following the missed appointment. Since emergencies or extenuating circumstances may arise, supervisory staff will review requests to waive the fee.

Centerstone is sending this communication to inform you of this decision and to request that you acknowledge receipt of this notification. Please click the box below to confirm receipt and understanding of the above.

Thank you for your understanding as we implement this new policy. If you have questions about this, please feel free to talk further with your therapist.

Effective January 1, 2025, Centerstone will charge a fee of \$50 for a no show or failure to cancel within 24 hours.

I understand and acknowledge receiving this information.

October 2, 2024