



Client Attendance & Cancellation Policy

Rationale

One of the most critical aspects to intervention is consistency of implementation. In the same way that pharmaceutical prescriptions are only effective if taken in the manner prescribed, the same is true for therapy services. You will benefit the most from our services if you attend 100% of scheduled appointments.

We value you as a client and hope to help you with your current and future endeavors; however, we can only accomplish this with your understanding of the obligations set forth in this policy and consistency with treatment. We are here for you and are dedicated to helping you succeed and grow in every way possible.

Therapy sessions are scheduled in advance and are a time reserved exclusively for our clients. When a session is canceled without adequate notice it makes it difficult for us to reschedule you in a timely manner, and our counselors are not able to help and support another client in need, which could be you one day. Please make every attempt to keep your scheduled appointment. In the event you need to cancel, please call or email your clinician. Medical insurance does not cover canceled or missed appointments.

Policies

1. **Attendance Rate Policy:** Attendance must be 80% or greater for regularly scheduled appointments within a 60-day period. (Does not include sessions canceled due to holidays)
2. **Less than 24-hour Cancellation Policy:** Sessions canceled with less than 24-hour notice are defined as cancellation with insufficient notice. We are not able to bill your insurance company for an appointment that never took place; you will automatically be charged directly, using the credit card on file. Absences with insufficient notice will be managed according to the following procedure:
 - a. **First cancellation with insufficient notice** – The Office Manager will call you to review these policies, and you will not be charged. You will receive a written reminder of this policy from the Office Manager.
 - b. **Second cancellation with insufficient notice** - The Office Manager will email you again to review this policy, and ***you will be charged***. You will receive a written reminder of this policy from the Office Manager.
 - c. **Third cancellation with insufficient notice** - Your sessions may be terminated after the third cancellation with insufficient notice within a 60-day period.
3. **Scheduling reminders policy:** Please note that email reminders are provided as a courtesy to our clients; you as the client are ultimately responsible for keeping track of and attending your scheduled appointments.



4. **Late policy:** If for any reason you are running late for a session, please notify your clinician as soon as you know you will be late. If no contact is made, the session will be canceled 15 minutes after the scheduled appointment start time. If you contact your clinician to notify, the therapist will wait up to 30 minutes. Please note your full session may not be met because other clients may be scheduled after your session.

Cancellation fees for Unexcused Absences

Type	Definition	Policy
Cancellation with insufficient notice	Notifying your clinician of a cancellation less than 24 hours in advance.	On the first instance of cancellation with less than 24-hours' notice, you will receive a reminder of this policy and will not be charged.
No Show	Failure to call your clinician to cancel a session or calling after a session was scheduled to begin.	On the second instance, the full session rate will be charged (\$180-\$200 dependent upon service you were scheduled for).

Policy for Excused Absences

Type	Definition	Policy
Cancellation with sufficient notice	Notifying your clinician of a cancellation more than 24 hours in advance.	You will not be charged for excused absences. However, continued rates of cancellation in excess of 20% of scheduled sessions (less than 80% attendance) may result in termination of services based on our inability to guarantee clinical integrity in the services being provided.
Cancellation due to illness	If you are sick, please notify your clinician as soon as possible. Please note that your clinician or the front office may request a doctor's note to verify your absence.	
Cancellation due to emergency	Please call your clinician or the office as soon as possible.	In emergency situations (hurricane, motor vehicle accident, etc) we do not require any notice and will not bill the client for the cancelled appointment.

Other Circumstances

In the event of storm weather or pandemic lockdown, we offer the following alternatives to maintain your sessions:



- **COVID Lockdown** – the office will be closed and all sessions will automatically go to telehealth Zoom calls. You will be contacted with all the relevant information.
- **Tropical Storm Watch/Warning** – Clients will have the option of online or in office sessions as long as the office remains open. This will be the same for Hurricane watches.
- **Hurricane Warning** - all sessions will be canceled unless otherwise discussed with your therapist.

Clients will be notified of the switch to Zoom sessions at least 1 hour before their appointment. If Infinite Mindcare will be closing early due to weather, clients will be called, then emailed. In the event of closings, we will make every effort to reschedule your appointment within the same week. Please note that in the case of the emergency situation, hurricane watch/warning, and COVID lockdown, we will not be able to continue with Neurofeedback. In the case of another lockdown, accommodations for in-person Neuro may be granted based on exceptions given from the Cayman Islands Government and discussions with your therapist.

Infinite Mindcare Cancellations

Infinite Mindcare specializes in working with First Responders, and is honored to work with multiple first responder agencies on island. In times of critical incidents, Infinite Mindcare has a commitment to provide services to emergency workers on very short notice. While we have a system in place to accommodate this, in some instances it may require us to change around our current clients. We will usually provide between 24-48 hour notice of a change of appointment for these purposes.

If you are concerned about the frequency of your clinician canceling your appointments, please notify the office to raise this concern by emailing office@infinitemindcare.com

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Policy Area	Employee Policies
Approved By	Sutton Burke
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