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Attendance Policy

Cancellations are sometimes unavoidable, and we understand that life happens. However, if you need to cancel or reschedule your session, please notify us at least 24 hours in advance to avoid any fees. If a cancellation occurs within 24 hours of your appointment, a \$50 fee may be charged.

If you are running late, please inform our office staff as soon as possible. We allow a 15-minute grace period from the scheduled start time. If you do not communicate the need to reschedule or cancel and do not attend your appointment, this will be considered a No Call/No Show and a missed appointment. In such cases, a \$75 fee will be charged through the HIPAA-compliant app Ivy-Pay. You will need to input a credit card to make this payment, and your therapist will not schedule any further sessions with you until the payment is received.

If a patient shows a pattern of missed appointments or same-day cancellations—defined as 2 consecutive or 3 non-consecutive missed appointments or same-day cancellations—the fee may increase to the approximate full out-of-pocket cost of \$150 per missed session. We kindly ask that you remain mindful of your clinician's time when canceling or rescheduling. If you foresee a scheduling issue, please let us know as soon as possible to avoid any cancellation fees.

Additionally, if you are more than 15 minutes late to your appointment without prior notice, the No Show policy will apply, and you will be charged. Please be aware that if you miss an appointment without notifying our office, we reserve the right to cancel any future appointments until you call to reschedule. All outstanding fees must be paid before your next scheduled session.

For any cancellations or rescheduling needs, please contact our front desk at (810) 334-8895. We appreciate your cooperation in helping us provide the best possible service.

If you have any questions or concerns, please feel free to reach out to our front office staff.

Respectfully,

Timothy Aiello, MA, LPC, NCC, ADHD-CCSP
Clinical Director & Psychotherapist
Myndset Therapeutics