

Cally Lilley, APRN-BC

Cancellation Policy

When you schedule an appointment with me, you are “purchasing” that time. It is yours unless you cancel it PRIOR to 24 hours of your appointment time. The charge for a scheduled appointment not canceled prior to 24 hours is the full cost of your session unless it is an emergency.

“Emergencies” are considered events beyond your control such as snowstorms, car accidents, funerals, hospitalizations.

This policy applies to an appointment you did not cancel because you have decided not to continue counseling, an appointment you “forget,” or an appointment which conflicts with another one you have made, or if you choose to do something that is important to you rather than come to counseling.

Charges for late cancellations or missed appointments are not billable to your insurance company.

If at some point you decide not to continue in counseling with me, please call my office and leave a message, especially if you have appointments scheduled.

CLARIFICATION:

It is my intention to provide you with the greatest possible selection of appointment times. If you have ever waited for a “cancellation appointment,” you can appreciate someone who cancels in sufficient time for you to take that appointment. I am always happy to hear from you and will always try to accommodate you within the guidelines of this policy.

Signed: _____

Date: _____