



CANCELLATION AND NO-SHOW POLICY

Effective May 1, 2018

Thank you for considering Mindful for your mental health care. Every decision we make is with the intent to revitalize mental wellbeing in the community by spending ample time with each patient and using different methods to empower our staff and patients every step of the way.

We also care very deeply about your health and wellbeing and believe in the power of compassionate transparency and collaboration. With this in mind, the following is our cancellation and no-show policy. We have this in place to hold patients accountable to their commitments with us and to ensure our clinicians' time is well-spent.

- All appointments may be canceled or rescheduled **FREE OF CHARGE** if done **48 HOURS OR MORE IN ADVANCE** of the scheduled appointment to avoid cancellation fees. This is noted again in the registration agreement signed before your first appointment.
- We will cancel appointments, without penalty, when Fort Worth ISD (for appointments at our Fort Worth office) or Carroll ISD (for appointments at our Southlake office) issues a closure or delay due to adverse weather.
- If there is an appointment **CANCELLATION/RESCHEDULE LESS THAN 48 HOURS** from the appointment time, it is deemed a "late cancellation" and will incur a fee of **HALF THE COST OF THE VISIT**.
- If you do not show up for your appointment and there is no attempt to reach out to us, we will charge you the **FULL COST OF THE APPOINTMENT**.
- If there is a reasonable excuse for missing your appointment or canceling late, we are happy to work with you. These cases are handled on an individual basis.
- Missed appointments will be assessed a fee equaling 100% of the visit fee, and late cancellations will be assessed a fee of 50% of the visit fee. See Full Fee Schedule [here](#).

If you're ready to explore your ideal mental health we welcome you to call us and schedule your appointment today.

Warm Regards,

Your Mindful Team