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### **Appointment Cancellation/No show Policy**

Thank you for trusting your mental health care to Wiregrass Behavioral Group. Our goal is to provide you with the highest quality of care in a timely manner. In order to be able to accommodate all of our patient's appointment needs, should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This allows us time to schedule other patients who may be waiting for an appointment. Please see our Cancellation/No Show policy in detail below:

- a 24-hour notice is required to reschedule or cancel your appointment.  
First late cancellation/no-show: You will not be charged a fee as a courtesy and it is your responsibility to call the office to reschedule.
- Second late cancellation/no-show: you will be charged a \$25.00 fee that will be due at the time of your next office visit. This fee is not billable to your Insurance Company and the fee portion of the policy does not apply if you have Alabama Medicaid.
- Third late cancellation/no-show: You will be discharged from the practice as well as charged a \$25.00 fee.
- If you have an unforeseen emergency or experience extenuating circumstances, please contact our Office Manager to discuss this matter.