

Late Cancellation Policy/No Show Policy for Psychotherapy Appointments

Our goal is to provide quality care in a timely manner. In order to do so we have implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of care. As a courtesy, and to help patients remember their scheduled appointments, Denver Psychotherapy Group sends email reminders 2 days in advance of the appointment and text reminders 24 hours in advance of the appointment.

1. Late Cancellation/No Show Policy

A "no show" is missing an appointment without calling or emailing our office 24 business hours in advance. After your first no show, our office will contact you to reschedule. If you fail to return our call after a missed appointment, after 48 hours we consider it a voluntary termination of services based on legal and ethical reasons.

After **TWO** no shows, our office will discontinue your treatment and transfer care to another office.

A "late cancellation" occurs when you cancel your appointment within 24 business hours of the appointment. We will call you once to reschedule your appointment. If you have not returned our call within 48 business hours, for legal and ethical reasons we will consider it a voluntary termination of services and terminate your care with our office.

If you want to resume therapy services after that time, please call to determine availability for scheduling.

2. How to Cancel Your Appointment

If it is necessary to cancel your scheduled appointment, we require you to call or email 24 business hours in advance. To cancel an appointment, please call our office from Monday to Friday, 8 am through 6 pm at 303-231-1015 or email us at schedule@DenverPsychotherapyGroup.com.

Should you fail to return our call, unless other arrangements have been made in advance, we consider the professional relationship terminated.

3. New Patients

If you have been referred, we will contact you twice times to schedule an appointment. If we do not hear from you within 48 hours, we will assume that you are not ready to start treatment with Denver Psychotherapy Group