



Linda Collings, Ph.D., M.P
Kristen UnKauf, Ph.D., LPC
Alicia Seicshnaydre MSN, APRN, PMHNP-BC
Shanda Keaton MSN, APRN, PMHNP-BC

215 St. Ann Drive, Suite 2

Mandeville, La 70471

Phone (985) 951-2250

Fax (985) 951-2253

Email: info@northlakemedpsych.com

Missed Session Policy

Please review all of the information below regarding our Missed Session/Late Cancellation Policy.

FEE:

The fee for missed appointments or late cancellation is 95.00 and will be charged to either the card provided on your intake forms, or the most recent card used on file. If we are unable to charge the card on file, the payment will be accepted at the time of your next appointment.

LATE CANCELLATIONS:

Appointments cancelled within 24 hours of the scheduled appointment time will be assessed a 95.00 fee. Cancellations for ANY reason MUST be made at least 24 hours prior to your scheduled appointment time. If the 24 hour window falls on a weekend, please contact the office via email or leave a voicemail letting us know that you will be cancelling your scheduled appointment and we will follow up with you on the next business day to get you rescheduled.

MISSED SESSIONS:

Missed appointments will be assessed a 95.00 fee on the day of the scheduled (missed) appointment. The client is responsible for contacting the office to reschedule their missed appointment. Missed session fees must be paid prior to rescheduling appointments. Missed appointments with our prescribing providers may impact future refills of prescribed medications. It is the client's responsibility to follow-up with the office after a missed appointment.

RESCHEDULING AFTER A MISSED/LATE CANCELLATION:

- After 2 consecutive late cancellations, rescheduling will be at the provider's discretion.
- After 2 consecutive missed appointments, rescheduling will be at the provider's discretion. If seeing one of our prescribing providers, missed sessions may have an impact on refills of your medications.
- If you have a standing appointment with one of our providers and have 2 or more missed or late cancelled appointments, your standing appointment will be automatically removed and we will schedule you for one appointment at a time or make arrangements for an alternate day/time that may work better for you.

LATE ARRIVALS:

If you arrive late for your scheduled appointment, your appointment will still end at the designated time. If you are more than 15 minutes late, you will be rescheduled to the next available time appointment with your provider. Multiple late arrivals will be addressed during session and may result in termination of care.

Client Signature _____

Date _____