



LEGACY

MENTAL HEALTH CENTER

Late Cancellation/ No-Show Policy

We understand that you may need to cancel an appointment occasionally. In such cases, please contact us **no later than 24 hours** before your scheduled appointment time. You may do so by contacting your provider directly, calling the office at **952-426-3036**, or emailing the office at admin@legacymentalhealth.org.

Clients who have commercial insurance and no-show or cancel with less than 24-hour notice will be charged a **\$125.00** fee. This fee is the patient's sole responsibility and must be paid in full before the next appointment. This policy is designed to protect our providers time, not to penalize our clients financially. If this fee might prevent you from receiving necessary care, please contact the office.

We know that unexpected situations sometimes arise. In the case of emergencies or extenuating circumstances, we may waive the no show/late cancel fee. Waivers are determined on a case-by-case basis at the discretion of the provider and the practice manager.

After two no show/late-cancel appointments, clients may be referred elsewhere for services.

If our office must cancel your appointment with less than 24-hour notice, there is no cancellation fee.

Signature

Date