



Genesis Cancellation Policy

At Genesis, our standard is to offer every client we serve excellence in client care. Within our outpatient private practice setting, we have the unique opportunity to serve a high volume of clients with a broad spectrum of quality services. For this reason, most of our clinicians have waiting lists of clients who are waiting to receive our services.

Cancellation policy: Clients can cancel or reschedule an appointment anytime, as long as they provide 24 hours' advanced notice. If an appointment is cancelled with less than 24 hours' notice, or if the clients fails to show up, a \$65 no show fee will be charged for the missed appointment, except in the case of true emergencies.

It is important to remember that insurance will not pay for missed appointments, so you will be responsible for the full \$65, in addition to any other charges due such as copayments, deductibles, or co-insurance payments.

Although we make reminder calls, they are a courtesy and you are ultimately responsible for remembering your appointments.

If clients have scheduled appointments and fail to give at least 24 hours' advance notice, it does not allow our staff the ability to offer clients who are waiting to receive services a needed appointment. Additionally, if advance notice is not given, we may not be able to reschedule the appointment due to the high demand for the valuable services we provide. Please also know that our therapists operate on a fee for service basis, so if an appointment is missed without proper notice, a \$65 no show fee will be charged. If there are repeated no shows, we may not be able to reschedule future appointments.

We value and respect your time and we appreciate the value you place on our time as licensed professionals.