



## Appointment Cancellation Policy

In the course of any healthcare setting, the issue of cancellations and missed appointments is inevitable. To minimize sudden and unexpected numbers of “no-show” appointments and “last-minute” cancellations, *Matthew J. Mauriello, MA, P.C.* (DBA “The Mauriello Group”) has the following policy.

All cancellations for scheduled appointments must be made within 24 business hours of the scheduled appointment to the client’s assigned treatment provider or to an appropriate staff member of *Matthew J. Mauriello, MA, P.C.* All clients, or their legal representatives, agree to this policy via the Consent and Authorization for Treatment document.

If the client is paying directly for services, the first time a client cancels a scheduled appointment with less than 24 business hours’ notice or fails to attend a scheduled session without notice, the client will be billed the full fee amount for the contracted service. The second time such incident occurs, the client will be discharged from treatment along with being billed the full fee amount.

If the client is utilizing insurance benefits, the first time a client cancels a scheduled appointment with less than 24 business hours’ notice or fails to attend a scheduled session without notice, the client will be billed the full fee amount for the contracted service (per our contract with the client’s respective insurance carrier). The second time such incident occurs, the client will be discharged from treatment along with being billed the full fee amount.

The reasoning behind this strict policy is as follows:

- No-shows and last-minute cancellations cannot be billed to an insurance carrier.
- No-shows and last-minute cancellations cannot be filled. We do ***not*** overbook clients like medical offices that make patients wait many minutes to hours in waiting rooms.
- No-shows and last-minute cancellations result in a lost hour that would otherwise be available to others requesting our help and services. We frequently turn away potential clients because our schedule is booked to accommodate our current clients.
- No-shows and last-minute cancellations result in lost time for our providers. Some of our providers commute 60 minutes or more, sometimes to see only a few clients. No-shows and last-minute cancellations result in them giving up their time, both without reimbursement and without being able to accommodate others seeking our services.

In the event of sudden inclement weather, such as blizzard conditions, our office will follow the closings of the local school district (i.e., West Chester Area School District). If the school district is closed due to weather-related concerns, we will ***not*** hold clients to this cancellation policy. Exemptions for other emergencies, such as illness or medical emergencies, can be considered at on a case-by-case basis at the discretion of a client’s assigned provider or appropriate staff member of *Matthew J. Mauriello, MA, P.C.*

Boundaries are important in behavioral healthcare. As much as you expect us to respect your time, we ask that you respect our time. Thank you for your understanding and cooperation.

Sincerely,

Matthew J. Mauriello, M.A.  
President/Owner