

## LATE, MISSED, AND CANCELLED APPOINTMENT POLICY

### Joining a telehealth session late

If the patient has not yet joined their telehealth session, Imago Rehab, Inc. will attempt to contact them within the first ten (10) minutes of their scheduled therapy appointment.

Depending on the patient's insurance, Imago Rehab, Inc. might be able to extend this grace period beyond ten minutes if the insurance provider still covers some portion of the telehealth session and if meeting for a shorter session would still provide meaningful therapy to the patient.

Otherwise, after ten minutes with no contact from the patient, the session will be categorized as a "no-show" (see the "Missed or canceled appointments" section below).

### Missed or canceled appointments

To avoid penalties, patients must cancel their appointments at least 24 hours before the appointment start time.

There are two categories of missed appointments:

1. Same-day cancellation: Canceling an appointment less than 24 hours in advance.
2. No-show: Any appointment that the patient does not attend and has not given any advanced notice.

Missed appointments (instances of either same-day cancellations or no-shows) will result in the following penalties:

- 1st instance: Written notice reminder of this policy
- 2nd instance: \$20.00 missed appointment fee
- 3rd instance: \$30.00 missed appointment fee
- 4th instance: \$40.00 missed appointment fee and possible discharge from Imago Rehab, Inc

Patients will be required to pay missed appointment fees or set up a payment plan to continue services within 6 days of their missed appointment. Patients with an outstanding balance of missed appointment fees will not be allowed to schedule another appointment until the balance is paid in full or until a payment plan is in place.

During the next therapy session(s), patients and therapists will discuss strategies for supporting the patient's attendance (for example, memory or time management techniques, changing the therapy session to a different date/time).

