



## **Appointment Cancellation Policy**

At Bilingual Interventions, LLC we strive to provide you, our client and family with the highest quality of service and best outcomes possible. Our staff is dedicated to meet your needs and will be prepared with materials and activities specifically for you each time you arrive for in clinic visits or teletherapy visits.

Our office will provide appointment reminders via calls or text message for all appointments. Please be sure to confirm that you will be attending, with a return call or text message, or we will assume you are canceling.

When an appointment is canceled, or missed within less than 24 hours' notice, we not only lose the opportunity to help you develop and build your skills and ultimately reach your goals, but it also does not allow us the opportunity to provide therapy to another client needing our services.

As a courtesy to all our clients and staff, Bilingual Interventions, LLC, is asking that you PLEASE call our office (505-508-1830) at least **24 hours in advance** in the event that you need to cancel your appointment. This will allow our office staff to notify the therapist of the cancellation and to provide the opportunity for another client to attend therapy for that appointment time. Cancellations less than 24 hours of your appointment time will be considered a "No Show." After three (3) "No Show's" or three (3) cancellations in a three (3) month period, you may be placed on a waiting list until another therapy time is available. We understand that there are times when unexpected events or emergencies occur. These will be taken into consideration and discussed on an individual basis.

Bilingual Interventions, LLC is required by some insurance providers to report any or all missed visits to include cancellations. This may then affect whether additional therapy visits will be approved and covered by your insurance.

When you need to cancel, we will do our best to reschedule the appointment. Keep in mind that consistent attendance to therapy is very important in building skills and reaching desired goals.

Additionally, if you arrive late (greater than 10 minutes) to a scheduled appointment, your appointment may need to be rescheduled. Please try to be on time.

By signing below, you acknowledge that you have read, understand and have received a copy of our Cancellation Policy.

\_\_\_\_\_  
**Printed Name of Client**

\_\_\_\_\_  
**Signature of Client or Guardian**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Relationship to Client**

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