



## CANCEL/NO-SHOW POLICY

It is the policy of Neuro Institute (henceforth NI) that clients need to report for their scheduled appointments.

In the case that a client is unable to make their scheduled appointment the client must give 48 hours advance notice to the NI receptionist by calling (480)735-0124.

If you are unable to give a 48 hour advance notice fees **will be** assessed.

In the event a 48 hour notice is not given Neuro Institute will charge our hourly **fee of \$118.00 per scheduled hour** will be assessed. You will be given a grace period of three (3) missed appointments during each quarter of the year before being assessed any fees. However, Neuro Institute reserves the right to assess the fees for any cancel/no-show appointment.

If you do not call or show up for a scheduled appointment you will be assessed a **fee of \$118.00 per scheduled hour.**

Any fees will be due at the beginning of the client's next scheduled appointment and must be paid in full at that time.

In addition, if three (3) or more appointments are missed, an administrative staff member and/or a member of the therapeutic staff may meet with you to discuss other options available to you. These options may include scheduling changes or plan of care changes that may offer alternative solutions to scheduling conflicts.

**If the client does not comply with this policy or if the client refuses to pay a Cancel/No-Show fee, the client hereby gives NI permission to seek payment for said fees if applicable.**

PLEASE NOTE: THESE FEES ARE NOT COVERED BY YOUR INSURANCE COMPANY.

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1221 West Warner Road, Suite 102  
Tempe, Arizona 85284  
(480)735-0124

1/24/2008



NEURO  
INSTITUTE  
*The hands of hope.*

Client Signature/Signature of Client Representative

Date

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Tempe, Arizona 85284  
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1/24/2008