**Cognitive Works**

## No-Show and Late Cancellation Policy

*Cognitive Works* reserves dedicated appointment time exclusively for each patient. When an appointment is missed or cancelled without proper notice, that time cannot typically be reassigned and may prevent another patient from accessing needed care. This policy is not punitive; it exists to protect the time, availability, and clinical resources of both patients and providers and to ensure equitable access to treatment.

Patients are required to provide at least 24 hours' advance notice to cancel or reschedule an appointment. Appointments not cancelled at least 24 hours in advance are subject to a $50.00 late cancellation fee. Missed appointments (no-shows) are subject to a $150.00 fee for intake or initial evaluations and a $100.00 fee for follow-up appointments.

The late cancellation or no-show fee is not billable to insurance and is the sole responsibility of the patient. By maintaining a credit card on file, the patient authorizes *Cognitive Works* to charge the applicable fee to the card on file in accordance with this policy. Under normal circumstances, the fee will be applied. Exceptions may be considered in cases of illness or other urgent and unforeseen events, at the sole discretion of *Cognitive Works* and evaluated on a case-by-case basis.

*Cognitive Works* makes reasonable and good-faith efforts to remind patients of scheduled appointments, which may include electronic reminders (such as email, text message, or patient portal notifications) and verbal or in-office reminders when applicable. Failure to receive, review, or respond to a reminder does not waive the patient's responsibility to attend the appointment or provide timely notice.

Repeated late cancellations or missed appointments may result in modification of scheduling privileges, interruption of services, or termination of treatment, consistent with applicable law and professional standards.

By signing below, I certify that I understand and agree with *Cognitive Works* no-show and late cancellation policy.

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Signature

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