



*65 N. Washington Street
Wilkes-Barre, Pa 18701*

*53 W. Foothills Drive
Drums, PA 18222*

Redbird Mental Health Services Cancellation & No-Show Policy

We value your time and commitment to therapy and strive to ensure fairness and availability for all clients. To support a consistent and effective therapeutic environment, Red Bird Mental Health has established the following attendance policy.

A **late cancellation** is defined as canceling an appointment with less than 24 hours' notice. A **no-show/no-call** occurs when a client does not attend a scheduled appointment and does not contact the office prior to the appointment time.

After a no-show, future appointments are not automatically scheduled and the client must contact the office at 570-606-1888 to resume services.

A fee of **\$40** will be charged for each late cancellation or no-show. This fee may be waived only in cases of extenuating circumstances that have been reviewed and approved by a supervisor. Extenuating circumstances may include unexpected medical emergencies or other significant unforeseen events.

Consistent attendance is an important part of the therapeutic process. Clients who have **two or more no-shows or late cancellations** within 90 days may be subject to discharge from services. Missed appointments limit access to care for other clients, impact clinician availability, and can disrupt the client's progress in treatment.

Thank you for your understanding and cooperation in helping us maintain a supportive and reliable therapeutic environment. If you have any questions regarding this policy, please contact our office.