



LATE CANCELLATION & NO-SHOW POLICY

At 1st Choice, we value your time and are committed to providing consistent, high-quality care. To ensure availability for all clients, we have the following scheduling and cancellation policy:

APPOINTMENT CANCELLATIONS

Clients are required to provide at least **24 hours' notice** if they need to cancel or reschedule an appointment.

Cancellations made with less than 24 hours' notice will be considered a **late cancellation**.

LATE CANCELLATION FEE

Appointments canceled with less than 24 hours' notice will incur a fee of:

\$75.00 - 1st occurrence, \$100.00 - 2nd occurrence

This fee is not covered by insurance and is the responsibility of the client. A termination letter may be sent after 2 late cancellations and no future appointments will be made.

NO-SHOW POLICY

If you do not attend your scheduled session and do not provide notice, it will be considered a **no-show**.

No-show appointments will incur a fee of:

\$100.00 - 1st occurrence, \$150.00 - 2nd occurrence,

This fee is not covered by insurance and is the responsibility of the client. A termination letter may be sent after 2 no show cancellations and no future appointments will be made.

120 N Bell Ave
Shawnee, OK 74801
Phone (405) 296-8538, Fax (405) 296-8539



LATE ARRIVALS

If you arrive late to your appointment:

- Your session may be shortened to the remaining scheduled time
- You will be responsible for the **full session fee**
- If you are more than **[5–10] minutes late**, the session may be considered a no-show

TELEHEALTH-SPECIFIC POLICY

For telehealth sessions:

- Please log in at your scheduled appointment time
- If you experience technical issues, you must notify us as soon as possible
- If we do not hear from you within **[5 minutes]**, the session may be marked as a no-show

EMERGENCY EXCEPTIONS

We understand that emergencies happen. Fees may be waived at the provider's discretion in cases of:

- Medical emergencies
- Family emergencies
- Severe weather or unexpected events

PAYMENT OF FEES

Late cancellation and no-show fees will be:

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- Charged to the card on file, or
- Billed directly to you

Outstanding balances will need to be paid before scheduling future appointments.

REPEATED MISSED APPOINTMENTS

Multiple late cancellations or no-shows may result in:

- Requirement to prepay for future sessions
 - Limited scheduling availability
 - Referral to another provider
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ACKNOWLEDGMENT

By signing below, you acknowledge that you have read, understand, and agree to this Late Cancellation & No-Show Policy.

Client Name: _____

Signature: _____ Date: _____