

Head & Heart Therapy Cancellation Policy

Cancellations can be phoned into the office any time, day or night. Please be aware voicemail messages are date and time stamped. The office main line is 971-200-0482. Cancellations can also be emailed to info@headandhearttherapypdx.com.

We will always support you in doing what you need to do to take care of yourself, even if that means skipping therapy for a fun event or a work conflict. However, **outside of severe illness & emergencies, we require at least 48 hours of advance notice. Anything less will be considered a late cancellation.**

Late cancellation of sessions should be avoided, as fees charged for missed sessions are not reimbursable by insurance companies, and unexpected gaps in a therapist's schedule limit their ability to serve the community, especially at a time when the need for mental health support is so high.

If you need to cancel an appointment, you will not be charged if you notify your therapist at least 48 hours in advance. **For the first late cancel or no show within a calendar year, you will be charged \$50. If you no-show/no-call or late-cancel further appointments, you will be charged the full fee of \$155 for each missed session. Per OMAP requirements, OHP clients will not be assessed out-of-pocket charges including missed session fees.**

If you late cancel or miss sessions without notice regularly (e.g. more than 3x/year or 2x in a row) your therapist reserves the right to place you on a "floating status" which means they will reach out to get you scheduled when they have a cancellation but will not hold a recurring or weekly slot in their schedule for you.

We do our best to show up with integrity in this process and will follow the policy ourselves. Your therapist will give you at least a week's notice if they will be out of the office for a planned purpose. If your therapist needs to late cancel due to sickness, a childcare issue, a technical problem, or any other unforeseen issue then they will let you know as soon as possible and our administrative staff will reach out to get you rescheduled.

For questions or concerns regarding this policy, please reach out to the Office Manager at 971-200-0482 or info@headandhearttherapypdx.com. You are also encouraged to talk to your therapist regarding this policy.