COMPASSIONATE CARE COUNSELING

1525 Old Louisquisset Pike, Bldg B, Ste 104
Lincoln, RI 02865
Phone: 401-389-8412 •
admin@cccounseling.com

MISSED APPOINTMENT & LATE CANCELLATION POLICY

Client Care Agreement & Financial Responsibility Disclosure

IMPORTANT NOTICE: When you schedule an appointment with Compassionate Care Counseling, that dedicated time is reserved exclusively for you. When you miss or cancel an appointment without timely notice, it takes away vital clinical time your Provider could dedicate to treating another client in need. Please be advised that Compassionate Care Counseling maintains a **very strict** Missed Appointment & Late Cancellation Policy.

ADVANCE NOTICE REQUIRED
24 Hours
Cancellations or requests to reschedule must be made directly to your Provider at least 24 hours prior.

CANCELLATION FEE
$75.00
Assessed for any missed session or notice given under 24 hours. Not covered by insurance plans.

PROVIDER GRACE PERIOD
15 Minutes
Your Provider will hold the session for 15 minutes. Beyond this, the session is logged as a missed appointment.

TERMS & CONDITIONS OF CARE

1. 24-Hour Notice Requirement: If you are unable to attend your scheduled session, you must contact your Provider at least 24 hours prior to your scheduled session time. If you do not provide at least 24 hours advance notice to cancel or reschedule, you agree that you are fully responsible for the late cancellation fee.

2. 15-Minute Grace Period & No-Shows: Your Provider will wait for 15 minutes after the scheduled start time. If more than 15 minutes passes without direct contact or attendance, the appointment is officially deemed a missed appointment, and the fee is applied.

3. Medical Emergency Exception: We understand that unforeseen circumstances happen. This strict policy does not apply to verified medical emergencies.

Incident Type	Insurance Coverage	Client Responsibility
Cancellation with 24+ Hours Notice	N/A	**$0.00**
Late Cancellation (Under 24 Hours Notice)	Insurance does not cover this fee	**$75.00**
Missed Appointment (No-Show / Past 15 Min)	Insurance does not cover this fee	**$75.00**