



MICHELE FRANCES PURVIN, LCSW, LCDC

326 North LBJ Drive Suite 204
San Marcos, Texas 78666
512.644.9036

MISSED APPOINTMENT POLICY

Effective January 1st, 2021

My goal is to provide quality mental health care to all my clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only me, but my other clients as well. Please be aware of my policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you reserved an appointment time exclusively for you. A cancelled appointment delays your progress in therapy. When you book your appointment, you are holding a space on my calendar that is no longer available to other clients. In order to be respectful of your fellow clients, please call me as soon as you know you will not be able to make your appointment.

If cancellation is necessary, I require that you call **at least 24 hours in advance**. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call me at 512-644-9036 between the hours of 9 am to 5 pm Monday - Friday. You may leave a detailed voicemail message. I will return your call as soon as possible. You can also use the convenient client portal at <https://www.therapyportal.com/p/michele78666/> to cancel or reschedule your appointment.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time.

A no-show is when a client misses an appointment without cancelling. If I haven't been informed that you will be late and you haven't appeared 15 minutes after your scheduled time, your session will be canceled.

In either case, your credit card on file will be charged a **\$60 missed appointment fee**.

For new patients' first appointments, a no show or late cancellation will result in a full charge of the new client fee.

Client Signature

Date



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APPOINTMENT REMINDER NOTIFICATION:

Would you like to receive an appointment reminder 24 hours prior to your visit? Yes No

Do you prefer to be reminded via email? Yes No

Email address to send appointment reminders:

Do you prefer to be reminded via text? Yes No

Cell phone to send appointment reminders:

Do you prefer to be reminded via automated voice message by phone? Yes No