

Square Medical Group

CANCELLATION POLICY

When you schedule an appointment with a Square Medical Group clinician, we set aside that appointment slot (15 min, 30 min, or 45 min) just for you. We do not get paid for that appointment unless you are present for your session and we collect our fee from you or your insurance company. We cannot bill your insurance if you do not attend your session(s) in person. Because we have large caseloads and a waitlist of clients who are seeking clinical care, we ask for as much notice as possible if you have to miss an appointment, but not less than 24 hours.

Listed below you will find several detail policies associated with this Cancellation Policy. You are asked to read and understand all these details and are encouraged to ask any questions you may have.

- Appointments begin at the time agreed upon by you and your provider. If you are more than 15 minutes late, and you have not left a message stating you will be late, your appointment will be considered missed.
- Appointments that are missed or cancelled with less than 24 hours' notice will be charged a \$50.00 fee unless you are a member of MassHealth, were hospitalized, or there was extreme weather preventing your ability to attend.
- If you are charged for a missed appointment you must pay your fee prior to your next appointment with your provider.
- If you miss an appointment for any reason (including an emergency), please call your provider within the next 24 hours in order to reschedule. If you miss 2 scheduled appointments with Square Medical Group or fail to cancel 2 scheduled appointments without giving us at least 24 hours' notice, you will need to obtain permission from both office management and your provider before you can book your next appointment.
- Appointments cancelled at the request of the provider will be re-scheduled with no late fees incurred to the patient.