



Matthews-Vu
Healthcare for Children and Adults

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24-HOUR CANCELLATION AND “NO-SHOW” FEE POLICY BEHAVIORAL HEALTH DEPT

Due to high patient demand and the limited availability of Behavioral Health appointments, Matthews-Vu Medical Group has instituted a 24-hour cancellation and “No-Show” Fee Policy.

Each time a patient misses an appointment without providing adequate notice, another patient is prevented from receiving care. Therefore, Matthews-Vu Medical Group reserves the right to charge a fee of \$50.00 for all missed appointments (“No Shows”) and appointments which are not cancelled with 24-hour advance notice. These fees are not covered by insurance and will be billed to the patient. More than two “no shows” in any 12 month period may result in termination from Behavioral Health services, including counseling and psychiatry. Thank you for your understanding and cooperation as we strive to best serve the needs of all of our patients.

By signing below, you acknowledge that you have received this notice and understand this policy.

Printed Name

Date

Signature

Patient Date of Birth