What is the policy on cancellations?

Session Cancellation

From time-to-time clients need to cancel appointments, and this is to be expected. The Lupine Wellness Center has the policy that a client needs to cancel an appointment within 24 hours of the scheduled time.

When a client has excessive cancellations, it will be determined if there needs to be a schedule change, a new clinician is needed, or if services need to be terminated. Excessive cancellations within less than 24 hours (consecutive or non-consecutive) are seen as a disruption to treatment and clients may be terminated or a cancellation-fee policy may be implemented.

“No Shows”

A “no show” means that the client did not come to the session and did not notify the Lupine Wellness Center of the cancellation. It is policy of the Lupine Wellness Center that clients may be terminated if they “no show” for three appointments (consecutive or non-consecutive).

When a clinician has been waiting for a client for 15 minutes, they will call the client to inquire about the missed appointment. If the client cannot be reached, and they have given permission for messages to be left, the clinician will leave a message stating that the appointment was missed, and the client should call the Lupine Wellness Center to reschedule.

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