

STEPWELL MENTAL HEALTH & WELLNESS, PC

CANCELATION POLICY

Stepwell Mental Health & Wellness sets aside a time specifically for you and it is difficult to reschedule a specific appointment time with less than one week advance notice as all clients have busy schedules. Therefore, the cancellation policy is as follows:

Stepwell Mental Health & Wellness kindly requests at least three days (72 hours) notice to cancel appointments as this allows the possibility to schedule someone else into the canceled appointment time. Stepwell Mental Health & Wellness requires at least 24 hours notice for cancellations without incurring a fee.

No-shows and appointments canceled with less than 24 hours notice will be charged for the appointment in full. If you are 20 minutes, or more, late for your appointment, it will be rescheduled for another day as 25 minutes is not enough time for a productive appointment. Depending on the circumstances, this may be charged as a no-show.

Clients will be allowed one late cancellation without charge due to illness or personal emergency.

If a client cancels several appointments within the requested 72 hour window, then a different cancellation policy will be put into place, requiring more than 24 hours notice to cancel appointments without charge.

Please note, that you must cancel appointments by calling 303-809-8117 or by using the secure messaging system through my client portal at:

<https://boulderwellnesspsychologypllc.securepatientarea.com/portal/>

Thank you for valuing the time of Stepwell Mental Health & Wellness and the clients who share the schedule with you. Please let your provider know if you have any questions or concerns about this policy.