



Policies regarding Missed Appointments and Cancellations

If you cannot attend your scheduled appointment, please provide **at least 48 hours notice**.
If you cannot attend a face-to-face visit, telehealth is an option.

Late cancellations do not permit sufficient time to fill your slot. We strive to foster accountability and respect for your provider's time. Our policies align with these values.

Event	What will I be charged?
Did not show for <u>initial</u> appointment	100% of session cost. (\$450 deposit is required before rescheduling; non-refundable for second consecutive no-show).
Did not show for <u>follow-up</u> appointment	100% of session cost
Cancelled <12 hrs before appointment	100% of session cost
Cancelled 12-24 hrs before appointment	75% of session cost
Cancelled 24-48 hrs before appointment	50% of session cost
Cancelled >48 hours before appointment	No charge

In the event of sickness or emergency, refer below:

Event	What happens with the appointment?
I am sick	To facilitate your recovery, your appointment can be changed to Telehealth if requested.
It's a medical or family emergency ex. you are in the intensive care unit, sudden death in the family	During this rare event, we understand the need to prioritize. Fees are typically waived. If there are concerns that 'an emergency' has been used to conceal true reasons for missing an appointment or a late cancellation, supporting documentation may be required. If your story has been fabricated, fees will be applied.

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*****For Patients: please use your portal to message staff*****