**Marshall Psychological Services, LLC**

Christa M. Marshall, Psy.D.  
*Licensed Clinical Psychologist*

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**Cancellation and No-Show Policy**

Your appointment time is reserved especially for you. When you call late to cancel or reschedule, or no-show without calling, it delays our work together and impacts the practice financially. Dr. Marshall will do everything in her power to make your appointment convenient for you, even if you are ill or have transportation issues.

* You are always welcome to ask for a telehealth appointment in lieu of an in-person session (e.g., if you cannot find a ride, or have a minor contagious illness such as a cold). Simply call the office to notify us if you wish to change a scheduled appointment from in-person to telehealth and we will send you a secure link to use for your session.
* You are also welcome to request an appointment time change provided Dr. Marshall has other availability in her schedule that day, which we cannot guarantee.

***When you must cancel an appointment, please do so at least 24 hours in advance***. Sufficient notice allows Dr. Marshall to use that hour for other clients who may be on a waiting list, experiencing a crisis, or looking for the opportunity to reschedule their own appointment for a different time. ***If you call to cancel less than 24 hours before your session starts, you will be charged a $50.00 late fee. If you call to cancel after the start of session OR no-show without calling, Dr. Marshall’s full self-pay session rate of $125 will be charged.***

\_\_\_ I understand that I must call to reschedule or cancel any appointment with Dr. Marshall at

least 24 hours in advance or I will be charged $50.00.

\_\_\_ If I call to reschedule or cancel my appointment after the start of my session OR no-show

without calling, I understand that I will be charged the full session fee of $125.00.

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Printed Name

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Signature Date

