



Missed Appointments Cancels/No Shows

In order to best serve our clients and our community, it is important that clients are consistent and timely in attending scheduled appointments. Although occasional circumstances may require that you reschedule an appointment, your provider will discuss reasons for any missed appointments with you and will assist in planning remedies to prevent further issues.

The Chrysalis Adventure defines a **“No-Show/Late Cancellation”** as follows:

“The family or individual either misses the appointment without notifying the provider, or notifies the provider less than 24 hours before the appointment.”

It is understood that The Chrysalis Adventure will request payment for No-Show/Late Cancellation appointments.

Please be aware that if missed appointments continue, we will offer the following options:

1. Scheduling appointments during off-peak hours only (weekday mornings and early afternoon time slots).
2. Seeing your provider during his/her individual walk-in hours
3. Same day appointments; Families call to see if their provider has an opening on that day. If there is no opening available, they can call again on another day for a same day appointment.

If you have any questions regarding the above, please feel free to discuss them with your provider or you may ask for a copy of our policy regarding Missed Appointments.

Client/Guardian Signature: _____

Date: _____

Administrative Office:

1 Victoria Place, Suite 301 Painesville, OH 44077

440-551-9356

Program Location:

Heulwen Farm 13141 Radcliffe Rd. Hambden, OH 44024