



Cancellation Policy

It is important for you to attend your scheduled appointments to achieve the goals your physician and your therapist have established for you.

If you must cancel a scheduled appointment, please call CHEAR as soon as possible at **310-454-0060**. For your convenience you can leave a message after our regular business hours and on holidays.

The following is our policy for cancellations and “no-show” (missed appointments without calling to cancel).

- If you **cancel with notice of less than 24 hours or “no-show”**, a \$75.00 fee will be charged. For consideration of reversal of this charge you must contact the *director of CHEAR* with an acceptable excuse. *The therapist and receptionist do not have the authority to make these decisions.
- If you **cancel twice consecutively with notice of less than 24 hours**, a \$75.00 fee will be charged for each missed appointment and all remaining appointments will be deleted. Future appointments may only be made on the day you can come, provided we have an available appointment.
- If you **“no-show” twice**, all remaining appointments will be deleted, a \$75.00 fee will be charged for each missed appointment, and your physician will be notified. **It will be necessary for you to contact the director of CHEAR for approval to schedule future appointments.**

Please review and let us know if you have any questions.

I have read the CHEAR Cancellation Policy and I understand its contents.

Patient's Signature _____ Date _____