



Associated

Counseling

Group

◆ 748 N MAIN STREET ◆ FREMONT, NE 68025 ◆

◆ 402-941-7016 ◆

Cancellations or rescheduling of appointments.

Therapy is unlike your other medical offices that tend to stack patients and require long waiting periods in waiting rooms and then again in your exam room until the medical practitioner comes to speak with you for 5 to 10 minutes. In therapy, we reserve 45 -50 minutes with your name. While no one is waiting in our reception area to fill an appointment time that was reserved, there are those who may have had to put off coming in because that space was already taken. The therapist has agreed to reserve that hour for whom ever books an appointment time. The client has agreed in making that appointment that they will at the very least show up. In the counseling profession not giving 24 hours notice is very much the same as if your employer requested that you come into work an hour earlier, once you get to work there is nothing he needs you to do and he tells you only after you've wasted an hour that you are not going to get paid for your time.

We require 24 hour notification on cancellations/rescheduling appointments. If there is no notification by phone (402)941-7016 in the 24-hour time frame, you, not your insurance, will be responsible for the full session fee. This is to allow for those waiting for an appointment to have the opportunity to schedule an appointment. In general once you and your counselor find a time and day that works for you they will try to keep you on that day and time. The hours of 4 in the afternoon through 8 in the evening are the times slots everyone wants. If you are able to get scheduled within those hours and do not give 24-hour notification, those hours may be given to clients that respect the 24 hour notification policy. Should you frequently cancel or reschedule there may be the need for referral to another agency.