



Cancellation & No-Show Policy

Cancellation Policy

We recognize that you are busy, and missing appointments may be out of your control. In such circumstances, please contact us at least 24 hours before your scheduled appointment time. You may do so by calling (312) 423-1961 or emailing us at scheduling@triskele.health. This will allow us to open the appointment for another client needing care.

No-Show Policy

We appreciate that sometimes emergencies happen. If you do not show up for your appointment or cancel within 24 hours of your appointment time, we will consider that a no-show. First-time no-shows will not be charged a fee. After that, **no-show appointments are subject to the following fees:**

- New Evaluation & Re-Evaluation – \$100
- Report of Findings – \$100
- Follow-up – \$50

No-show fees are the client's sole responsibility and must be paid in full before your next appointment.

If you have three (3) no-show appointments in a 12-month period, we may no longer be able to schedule you for future appointments. If you feel that you still require treatment, please contact us to further discuss the matter.

We know that unexpected situations sometimes arise. In the case of extenuating circumstances, we may waive the no-show fee. Waivers are determined on a case-by-case basis at our sole discretion.

Provider Cancellation Policy

If our office must cancel your appointment with less than 24 hours' notice you may choose to meet with a different provider (if available) on the same day, to reschedule, or to cancel. In these circumstances, we will not charge you a no-show fee.

We may change the terms of our Cancellation & No-Show Policy, at any time. The new policy will be effective at that time. Upon your request, we will provide you with a revised Cancellation & No-Show Policy. You may request a revised version by calling the office and requesting that a revised copy be sent via email or asking for one at the time of your next appointment.