



### ***Cancellation and “No-Show” 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. For your convenience, our telephones are on an automatic answering machine during off hours.

**CHEAR’S Phone Number**  
**(310) 454-0060**

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

- If you cancel with notice of less than 24 hours or “no-show”, a \$40.00 fee will be charged. For consideration of reversal of this charge you must submit your request in writing to a 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 \$40.00 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 \$40.00 fee will be charged for each missed appointment, and your physician will be notified. It will be necessary for you to submit a request in writing to a director of CHEAR for approval to schedule future appointments.

---

I have read the cancellation and “No-Show” policy of CHEAR and I understand its contents.

---

Patient’s Signature

---

Date

