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*Psychotherapy
Assessment
Consultation*

*Preschool
Children
Adolescents
Adults*

*Individual
Family
Group*

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CANCELLATION POLICY

(Revised 6/1/15)

Dear Clients,

I consider your time very valuable. When I make an appointment with you, I arrange my schedule so that I will be in the office to meet specifically with you and no one else. Since psychotherapy sessions are 45 minutes long, unlike physicians, we do not have the luxury of “double booking” and “fitting people into the schedule” when someone does not show up. This policy is designed to clarify any confusion and be clear about my No Show Policy. This Policy is intended to be flexible, as I want to be understanding when an emergency arises, so I will also highlight what I consider an emergency.

TYPES OF CANCELLATIONS

A **No Show** happens when someone does not show up for a scheduled appointment. This means that I sit at my office and wait for you to arrive, as I assume you may be running late.

My Policy: There will almost always be a fee for missing an appointment in this manner.

A **Brief Notice Cancellation** happens when someone calls to cancel a scheduled appointment less than 24 hours in advance of that appointment.

My Policy: There will most likely be a fee for missing an appointment in this manner.

A **Cancellation** is when someone calls at least 24 hours or more in advance to cancel an appointment.

My Policy: There will never be any charge for this form of cancellation. (Unless you are participating in court-mandated treatment - then refer to that separate policy).

SITUATIONS

Situations that I consider **emergencies** include things like- being in the hospital, being in a car accident, being the victim of some type of crime that day, your car unexpectedly dies, you are very sick or you have a very sick child, blizzards, etc.

My Policy: depending on the situation, I probably won't charge you if there is a No Show or Brief Notice Cancellation.

Situations which are **not emergencies** are the types of things that can be **scheduled around this appointment** or where you can call to give me advance notice and we can discuss options- for example, another doctor's appointment, you need to visit a friend, you need to pay bills, your car has been broken down for a week, you want to sleep in, you are “too busy,” forgetting to put it on the calendar, etc.

My Policy: I will charge you for a No Show. I may charge you for a Brief Notice Cancellation. We will discuss the situation and I will consider your reasoning when you disagree with my decision.

CANCELLATION FEES

I have a progressive fee schedule that depends on a number of factors.

If you are mandated into treatment, there will be NO DISCOUNTS on Cancellation fees. You will owe the FULL FEE of \$140 per session (45 minutes) if you miss for a No Show, or a Brief Notice Cancellation and even a non-approved cancellation. The fee must be paid in full prior to my seeing you again.

If you self-pay or have insurance other than MaineCare, then the Fee for No Show or Brief Notice Cancellation is ½ of the agreed upon session amount (with you or your insurance company) for the first 3 of these in a year. For the rest of the year the charge for No Show/ Brief Notice Cancellation will be the full session amount. Generally this fee is due at the time of our next session.

I am not allowed to bill for MaineCare No Shows. I want to continue to be able to provide services to clients who have MaineCare, however after 3 missed appointments we will need to discuss whether this is the right time for you to be in treatment.

STANDING APPOINTMENT TIMES

I often provide clients with “Standing Appointment Times.” This means that you have a time you see me every week, or every other week, or maybe once a month. This is advantageous because it reduces forgetting and helps you plan other things around our appointment time. When someone misses their Standing Appointment Time with a No Show I am often left wondering about whether you plan on being at your next Standing Appointment Time. Therefore, if you No Show, you need to assume you no longer have that Standing Appointment Time. **MUST hear from you if you want to keep your Standing Appointment Time**, especially during prime times (i.e., 2pm, 3pm or 4 pm.).

If you have any questions, comments or concerns, please talk with me about them. Please feel free to leave detailed appointment information on voicemail or in texts.

Thank You