

Paul P. Roberts, M.D.
Psychiatry

Cancellation Policy for Psychotherapy

I discourage cancellation of psychotherapy appointments for two reasons. The first is that regularity in psychotherapy is important for it to be effective. The second is that I make most of my living doing regularly scheduled psychotherapy, and a cancelled appointment leaves a gap in my productivity. My policy on cancellations aims to promote regular attendance, while making you take most of the risk for irregularities in your schedule, health, mobility, family circumstances, etc.

A valid cancellation is one made at least two full working days before the appointment. I allow up to five weeks of valid cancellations per calendar year (in addition to the five or six that I will cancel due to my own schedule); for those in therapy for three quarters of the year, four weeks; two quarters, three weeks; one quarter, two weeks. Beyond that they are charged as missed appointments. There is no charge if I can fill the time with another patient or reschedule you within the same week. If you need to miss more appointments than that, you can choose to pay for them, or to schedule appointments one to seven days in advance on an ad hoc basis.

A missed appointment is a no-show, or one cancelled less than two working days in advance. In regularly scheduled psychotherapy, I will let one week of missed appointments per calendar year be classified as valid cancellations.

Effective 10/1/2019