



SCHEDULING POLICY

Patients are provided with a Patient Portal account upon scheduling an initial appointment. Invitations expire after 24-hours but may be re-sent by your clinician by request. Passwords may also be reset by contacting your clinician directly.

ALL scheduling, rescheduling, and cancelling of appointments MUST be sent through the portal ONLY. For requests with less than 24-hours' notice, you MUST contact your clinician directly.

We cannot guarantee that voicemails left on the Clear View Counseling Center main phone line will be passed along to your clinician in a timely manner. We discourage replying to automated appointment reminders via email. Such replies must be forwarded to each clinician individually. As such, we cannot guarantee timely forwarding of such schedule requests. Should you choose to submit schedule requests on the Clear View Counseling Center main voicemail, main email, or reply to automated appointment reminder emails, you do so at risk of incurring a \$75 Missed Visit Fee should your clinician not receive your request within 24-hours of your scheduled appointment.

I have read, understand, and accept the scheduling policy. I agree to be responsible for all charges incurred.

Patient Name: _____ DOB: _____

Patient Signature: _____ Date: _____

Parent or Legal Guardian Signature: _____ Date: _____

