

PATIENT FINANCIAL RESPONSIBILITY POLICY

This form is intended to provide you with information regarding our *Patient Financial Responsibility Policy*.

The Patient Services Manager will review this policy in more detail when you present for your first appointment with our Center.

At the time of your appointment, you will be asked to sign a copy of the *Patient Financial Responsibility Policy* form that is applicable to the fee schedule of your provider. You will also receive a copy of the signed policy form. The original form will be filed with your medical record.

LATE CANCELLATION AND NO-SHOW POLICY:

It is the policy of the Penn Center for Women's Behavioral Wellness to charge in full for missed appointments that are not cancelled with at least 24 hours advance notification.

If you know that you will miss an appointment, please call the Patient Services Manager as soon as possible at **215-573-8886**. Implementation of this policy is the responsibility of all the Center's professional and administrative staff involved in patient care.

Based on the individual fee schedule of your clinician, the missed appointment fee will vary. Please speak with our front desk staff for more information on the late cancellation/no show fees that are applicable to your clinician upon checking in for your first appointment.

To avoid the penalty fee for a late cancellation or no-show, please contact the PCWBW at least twenty-four (24) hours before your scheduled appointment. In the event that you have an appointment scheduled on a Monday, you must call no later than Friday morning by 9AM in order to cancel your appointment with at least 24 hours notice. Messages left over the weekend regarding a Monday appointment will be considered as cancelled with less than 24 hours notice.

Additionally, it is the policy of the Center to review your case for possible termination of treatment here if you have had three (3) late cancellations or no-shows. The Center team may refer you to a different treatment facility if we determine that this is the best course of action to maintain an optimal level of care.