

# Attendance & Cancellations

**If you need to reschedule an appointment, you must log in to your patient portal and cancel online at least 24 hours prior to the session.** If you are having difficulty accessing your portal, you may email [clientcare@urbanmh.com](mailto:clientcare@urbanmh.com) and inform staff that you need to cancel your appointment.

**It is considered a no show or missed appointment if you:**

- Give less than 24 hours' notice for an appointment you are not going to attend.
- Are more than 7 minutes late to therapy appointments
  - Do not show for your appointment

If you miss your appointment you will be charged a \$75 missed session fee.

**You will be in violation of our attendance policy and will be discharged if you:**

- Missing 3 or more appointments in a 6-month period
- Missing a diagnostic evaluation or reevaluation
  - Not having a session in at least 30 days.