



Zambezi NP in Psychiatry

Persistence, Consistency and Resilience

Cancellation Policy for Zambezi NP in Psychiatry

At Zambezi NP in Psychiatry, we strive to provide the highest quality care to all our patients. To ensure that we can accommodate everyone who needs our services, we have implemented the following cancellation policy:

1. Appointment Cancellations:

- Advance Notice: We request that you provide at least 24 hours' notice if you need to cancel or reschedule your appointment. This allows us to offer the time slot to another patient in need.

- Cancellations with Less Than 24 Hours' Notice: If you cancel your appointment with less than 24 hours' notice, you will be charged a \$50 cancellation fee.

2. No Call, No Show:

- If you do not show up for your appointment and do not notify us in advance (no call, no show), you will be charged a \$50 cancellation fee.

3. Repeated Cancellations:

- We understand that sometimes cancellations are unavoidable. However, to ensure fair access to treatment for all patients, we have a policy for repeated cancellations:

- After three cancellations, whether they are with less than 24 hours' notice or no call, no show, you will be discharged from treatment at Zambezi NP in Psychiatry.

4. Payment of Fees:

- The \$50 cancellation fee must be paid before your next scheduled appointment. Failure to pay the fee may result in a delay or rescheduling of your treatment.

5. Emergency Situations:

- We understand that emergencies and unforeseen circumstances can arise. If you have an emergency or an unavoidable situation that prevents you from attending your appointment, please contact us as soon as possible to discuss your situation.

By adhering to this policy, you help us maintain a high standard of care and ensure that we can serve all our patients effectively. Thank you for your understanding and cooperation.

Contact Information

For cancellations or any questions regarding this policy, please contact our office at (845) 412-9682 or via email at munya@zambezi-mentalhealth.com.

Signature

Date



845-412-9682
845-302-8635



www.zambezi-mentalhealth.com
munya@zambezi-mentalhealth.com



15 Main Street Port Jervis, NY 12771