



CHILD & FAMILY
GUIDANCE CENTER OF TEXOMA
— Where help, hope and healing begin —

CFGC Appointment Policy

(Effective January 2, 2020)

Due to the heavy demand for services and out of respect for our clients on our waiting list, we have updated our Appointment & Payment Policies:

- **Initial Appointments:** A 24-hour notice is required to reschedule an initial appointment, otherwise the potential client may rotate to the waiting list.
- **Cancelling or rescheduling an appointment:** If you need to cancel or reschedule your appointment, we require that you give us at least 24 hours advanced notice. This is so another client in need might be able to use your appointment time. If client fails to provide a 24-hour notice two times within a 2-month time period, the client may be placed on “Same Day Only” appointments. **Same Day Only appointments can be made by calling our center on a day that you know you’ll be able to keep an appointment. Clients are encouraged to call first thing in the morning to inquire about their therapist’s availability for that day only. Clients on the “Same Day Only” list will be unable to schedule appointments in advance.*
- **Missed Appointments:** If you have 2 missed appointments within a 2-month time period, you will be transferred to our “Same Day Only” appointment list. Any appointments that may be scheduled ahead of time will be removed from the schedule.
- **Arriving late for an appointment:** Clients who are 15 minutes or later for an appointment 2 times within a 2-month time period may go on “Same Day Only” appointments.

Payment Policy

- **Credit Card Payments:** A credit/debit card is expected to be on file for clients choosing to use credit/debt for their preferred method of payment.
- **Co-pays and Co-Insurance:** Co-pays, deductibles and insurance co-portions are due at the time of service. If a minor child is being brought by someone besides the guardian or if an adolescent is not accompanied by the guardian, the guardian will be responsible for sending payment with the child or calling before the appointment time to process a debit or credit card payment.

If you have any questions, please see a member of our front desk staff or call our center at 903-893-7768.