



No-Show/Late Cancellation Policy

We recognize that there may be times when you need to cancel an appointment. If this is the case, please inform us at least 24 hours before your scheduled time by calling (518) 729-2126, emailing vcarter@albanybehavioralhealthllc.com, or through the patient portal.

Effective immediately, a no-show, cancellation or rescheduling made outside of the 24 hours window appointment will incur a \$50 fee for the first offense for non-Medicaid/non-Medicare patients. This fee is the responsibility of the patient and must be settled prior to the next appointment. Should this fee hinder your access to necessary care, please reach out to us. If there is a second no-show or late cancellation, the patient or their insurance will be charged the full amount of the visit. A third no-show or late cancellation is grounds for dismissal as a patient of Albany Behavioral Health, LLC. We would provide you with a list of providers in the area and a script for 30 days.



We understand that emergencies and unforeseen events can occur. Under such circumstances, the no-show fee may be waived at the discretion of the practice management on an individual basis.



Should we need to cancel your appointment with less than 24 hours' notice, you have the option to see a different provider on the same day, reschedule, or cancel without a fee.


For inquiries about our cancellation policy or if you are facing an emergency, please contact (518) 729-2126 or email the practice scheduler at vcarter@albanybehavioralhealthllc.com.

Patient Signature: _____

Date: _____

 (518) 729-2126
 (518) 729-2127

 info@albanybehavioralhealthllc.com
 www.albanybehavioralhealthllc.com

 721 Madison Avenue
Albany, NY 12208



Subject: Important Update Regarding Medication Requests and Appointments

Dear Valued Patients,

We appreciate your trust in our healthcare services and strive to provide the best care possible. To ensure efficient and effective communication, we have updated our policy regarding medication requests and appointments. Please take note of the following guidelines effective June 1st, 2024:

1. **Medication Requests:**

- **Routine Refills:** We kindly request that you address routine medication refills during your scheduled monthly appointments with your prescriber. This allows us to assess your overall health, monitor any changes, and discuss any adjustments needed.
- **Emergency Situations:** The medication line should be reserved exclusively for urgent or emergency cases. If you require immediate assistance related to your medication, please use this line.

2. **Monthly Appointments:**

- **Maintenance Appointments:** To maintain continuity of care, we encourage all patients to schedule monthly appointments with their prescriber. During these sessions, you can discuss medication needs, address any concerns, and receive personalized guidance.
- **Billing Information:** Please be aware that maintaining a monthly appointment incurs a standard fee. This fee covers the time spent addressing your health needs and ensures timely access to our services.

3. **Psychotherapy Sessions:**

- **Open Communication:** If you are currently receiving psychotherapy, we encourage you to inform your clinician about any medication-related issues. Integrating mental health and medication management is essential for holistic well-being.
- **Collaboration:** Your clinician works closely with your prescriber to coordinate care effectively.

We appreciate your cooperation in adhering to these guidelines. Our priority is your health and safety, and we believe that clear communication enhances the quality of care we provide.

If you have any questions or need further clarification, please do not hesitate to reach out to our office.

Thank you for choosing us as your healthcare partner.

 Sincerely,

 Albany Behavioral Health