

THERESA K. COOKE F.A.C.E.S., INC

Phone/Text: 810-513-0040

Email: TheresaCooke@facestk.com or facestk@gmail.com

Website: www.FACESTKC.com

PATIENT INFORMATION

SCHEDULING

Appointments are to be scheduled directly with Theresa K. Cooke. For your convenience it is recommended that you schedule your appointments following your sessions. This will ensure you the most convenient time and day.

CANCELATIONS AND FEES FOR CANCELED APPOINTMENTS AND NO SHOWS

If you need to cancel an appointment you will need to do so before 8 a.m. the day of your scheduled appointment to avoid a fee. For your convenience, please call or text (810) 513-0040 and leave a message or you may email facestk@gmail.com or TheresaCooke@facestk.com. When you leave a message please leave the following information:

1. Your name
2. The date and time of your appointment
3. If you want to reschedule or keep your next appointment

If you do not indicate to keep your next scheduled in your message your next appointment will be canceled.

There is no charge if your appointment is canceled before 8 a.m. the day of your appointment. If you cancel after 8am the day of your appointment or if you do not call and do not show there is charge equal to the full amount of your missed appointment.

Exceptions:

1. 7:30am appointments If you schedule a 7:30am appointment and do not give notice of canceling by 11pm the night before your appointment or if you do not show for this appointment there is an automatic charge of \$80.00 regardless if you can reschedule within 3 working days.

2. Three (3) working day rule: If you call after 8am the day of your appointment and are able to reschedule that day or within 3 working days, the fee can be waived. This exception applies as long as there is availability to reschedule. In the event there are no appointments open to reschedule the fee applies.

3. Three (3) cancellations in a row: If there are three cancellations no further appointments can be scheduled and your case will be reviewed and closed due to non-compliance. Referrals will be made upon request.

If you 'no show' or have a late cancel and you are able to reschedule within 3 working days but have to cancel the rescheduled appointment there is an automatic charge of \$160.00 for both missed appointments.

FEES FOR SERVICES

You are responsible for any and all fees associated with your services. See Fee Agreement. This may include and is not limited to session fees and fees for "Out of the session time".

"Out of session time" fees include but not limited to: No show charges, Emails, Text messages and Phone calls beyond scheduling and canceling, Report fees, Court related costs. All fees for services and any canceled or no show fees are due before or at the time of your next appointment unless otherwise agreed upon.