



Whole Child Collective's Cancellation Policy

WCC asks if you cancel your scheduled appointment, you must notify us 48 hours (about 2 days) prior to your appointment.

To ensure that we can offer the appointment time to another patient during Friday morning office hours, we need to receive cancellation or rescheduling requests for appointments scheduled on Mondays no later than Thursday at 5:00pm. If you do not notify WCC 48 hours (about 2 days) prior to your appointment to cancel or reschedule, you **will be charged the full amount for the time that was set aside for your needs**. Less than 48 hr. cancellation is billed at the following rates based on your agreement with Whole Child Collective:

Example of charges per session:

Diagnostic Intake (90791): \$350

Therapy

60 min. Session (96130 or 90837): \$245-\$315

45-min. Session (90834): \$245-\$295

Testing

Multiple hours of testing are set aside for appointments. Testing appointments include the following codes for time spent during the visit: (96130, 96131: \$260/hr; 96136, 96137: \$130/unit) = **\$1,560**). Multiple units of each code are included to cover the time spent in testing sessions.

If we receive the request after the times above, we may not be able to offer the appointment to another patient in a timely manner. To ensure that appointment cancellations are properly documented and processed, patients must request cancellations or rescheduling by calling the main office at 503-387-6116. If a live receptionist is unavailable to take the call, patients should leave a detailed message with their cancellation or rescheduling requests.