



Neurotherapy Center of Houston Policies and Procedures

Insurance: The Neurotherapy Center of Houston, LLC does not accept insurance payments for our services. Clients are encouraged to check with their insurance provider and file insurance claims as allowable. The Neurotherapy Center of Houston, LLC will provide any paperwork or information needed by the insurance provider. Please note that if the time required to respond to your insurance provider becomes onerous, we may charge for the time. We will provide advance notice before applying a charge to your account.

Office Hours: Our office hours are by appointment only. Walk-ins without an appointment are not accepted.

Contact with our Office: Phone messages and emails will be returned within 1 business day. In the case of emergency, please call 9-1-1. Our office does not have a receptionist, as such, please leave a message when phoning or you may email for quicker response. The Neurotherapy Center of Houston *does not* have an answering service.

Cancellation and No Show Policy: In the event that you need to cancel your appointment we ask for a 24-hour notice. If cancellation does not occur at least 24 hours in advance you may be charged for the appointment. We allow 1 no-show appointment per client. All no-shows after the first incident will be charged in full. Late cancellations observe the same policy as no-shows. In the event that you or your child are ill, please inform the office that you need to cancel. We will excuse reasonable sick-related cancellations.

Waiting Room: Our waiting room has limited space. As a courtesy to our other clients please attempt to limit the number of non-client guests in the waiting room. Children 12 and under must be accompanied by an adult at all times. If you choose to leave the waiting room during your child's session please be back within 30 minutes of the start of the appointment. Because of the nature of our clinic we cannot supervise a child while waiting for a parent to arrive.

We make an effort to stay on time in order to reduce client waiting times. As a courtesy to other clients please attempt to arrive at least 5 minutes prior to your appointment.

Reasons for Termination of Clinician-Client Relationship:

- If you are not complying with your clinician orders, he/she may discontinue treatment.
- If you are not meeting your financial obligations (including having a past due balance), your clinician may discontinue treatment.
- If you are disruptive or inappropriate towards the staff, care may be terminated.
- Dishonesty and/or deceitfulness may be grounds to terminate care.

I HAVE READ AND UNDERSTAND NEUROTHERAPY CENTER OF HOUSTON'S POLICIES AND PRACTICES. I UNDERSTAND AND AGREE TO COMPLY WITH THE ABOVE.

Client (or Guardian if under 18 years old)

Date