



“Honoring Christ by coming alongside with caring hearts”

No Show / Cancellation Policy

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable, however, advance notification allows us to fulfill other patient's scheduling needs and keeps our office operating at its most efficient level. Due to our one-on-one sessions, missed appointments are a significant inconvenience to your sessions, the clinic and other clients.

1. Please provide our office with 24-hour notice to change or cancel an appointment. We reserve the right to charge a fee to Clients who do not attend their scheduled appointment or do not provide 24-hour notice to change or reschedule the appointment. This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment.
2. We reserve your session appointment time just for you. We do not double book our clients so that we may provide you with an optimum outcome during your session and for all our clients. 24-hour notice allows us to place another client in your cancelled appointment period to receive the much-needed counseling for their situation.
3. Please reach out to your assigned Therapist and their direct contact phone number if you need to cancel or reschedule your appointment 24 hours in advance. After missing three appointments within a two-month period, all future sessions will be terminated.

Thank you for providing our office and our clients with the courtesy.

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