



Jennifer Lancaster, PMHNP-BC
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Appointment Policy

- We ask that you arrive 5-10 minutes before your scheduled appointment time to make sure that your internet connection and computer are up and running smoothly.
- If you arrive 10 or more minutes late for your appointment, you may have to reschedule your appointment. This will be considered a no-show appointment. We understand that emergencies do arrive and will consider this when determining if a fee is charged.
- You must cancel your appointment prior to 48 hours of your appointment time, or it is considered a late cancellation.
- Late cancellations/ no-show appointments will incur a \$100 fee.
- If you have three no-show and/or late cancellations, we may dismiss you from the practice.