



Late and Missed Appointment Policy

We look forward to meeting with you and making recommendations on how LAP can best serve and support you. Even though the services directly provided to you by LAP are without cost, the time we have set aside for you is valuable.

When a clinician schedules an appointment, a specific amount of time is reserved for you. Due to appointments being in very high demand, if for any reason you must cancel or change your appointment, it is important that you give at least 24 hours' notice so that we can offer that spot to someone else. Please call or email us in advance if you need to change your appointment time.

If you're late:

When we reserve time for you, we require all the time allotted to provide you with the best quality care possible. When you are late it decreases our ability to accomplish this. If you arrive 10 minutes late for your appointment time, you may be rescheduled, and this is up to the individual clinician based on their availability and schedule.

Missed appointments create a hardship for everyone. Our Clinicians' schedules are full, and in high demand. If you miss your appointment, you may have to wait to schedule a new appointment. If you miss two appointments in a row without notice, it is up to the clinician to determine if they want to rebook a new appointment or refer you out to an outside provider at your cost.

LAP understands that emergencies happen, and that there are exceptions to these rules. Please do your best to be respectful of the services that LAP provides at no cost statewide to legal professionals in need.