

SHEILA A. JENKINS, PH.D.  
PSYCHOLOGIST



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### Appointment Information

#### Making Appointments

In order to get the appointment times that you desire, we strongly suggest that you schedule appointments 4 to 6 weeks in advance. At this time, our office provides services to many clients, so standing or regular appointments are welcomed.

#### Appointment Reminder

One day prior to your scheduled appointment, our office will call to remind you of the exact time of your appointment. If at that time you know that you cannot make the appointment, please let us know so we can offer that time slot to another client. Calling to remind you of your appointment is a courtesy we offer to you; please remember that it is still your responsibility to remember your appointments.

#### Canceling Appointments

We understand that at times you may have an emergency and will not be able to keep your appointment. If you need to cancel your appointment, please have the courtesy of letting us know 24 hours in advance so that we may offer someone else your appointment time. In the event that your appointment is not canceled at least 24 hours in advance, we will charge a **no show fee**. We encourage you to call the office at any time including nights and weekends to cancel your appointment. When the office is closed, you can leave a message.

#### No Show Fee

A no show fee of \$50 will be charged if your appointment is not canceled 24 hours in advance. Future appointments may not be scheduled if you have not paid all fees.

#### Arriving Late

We understand that you may arrive late for your appointment due to many reasons. Therefore, we will make every attempt to accommodate you. Keep in mind that we do not overbook appointments so we can hold a time slot just for you. If you are late, you may be permitted to be seen for the remainder of your time slot, but keep in mind that the next client deserves the courtesy of having their entire session time.

#### Emergency Appointments

Should you desire to be seen due to an emergency, please call our office and tell us. If we have a cancellation, we will offer that time to you.

#### Payment for Services

Payment in the form of cash, check, credit cards, or electronic funds is required at the time of your appointment. Our fee for a returned check is \$50. Although credit cards or bank cards are not processed in the office, you may make payment via PayPal at our email address: [drjenkins@drsheilajenkins.com](mailto:drjenkins@drsheilajenkins.com). For your convenience, a link to make payments using cards in on our website: [drsheilajenkins.com](http://drsheilajenkins.com)

*Thanks for allowing us to serve you.  
We promise to provide you with professional service and to make your visit as comfortable as we can.  
Let us know how we can better serve you.*