



Policies and Information

Welcome to Abbey Neuropsychology Clinic (ANC)! Thank you so much for choosing our clinic to serve you. ANC serves many people ranging from toddlers to older adults.

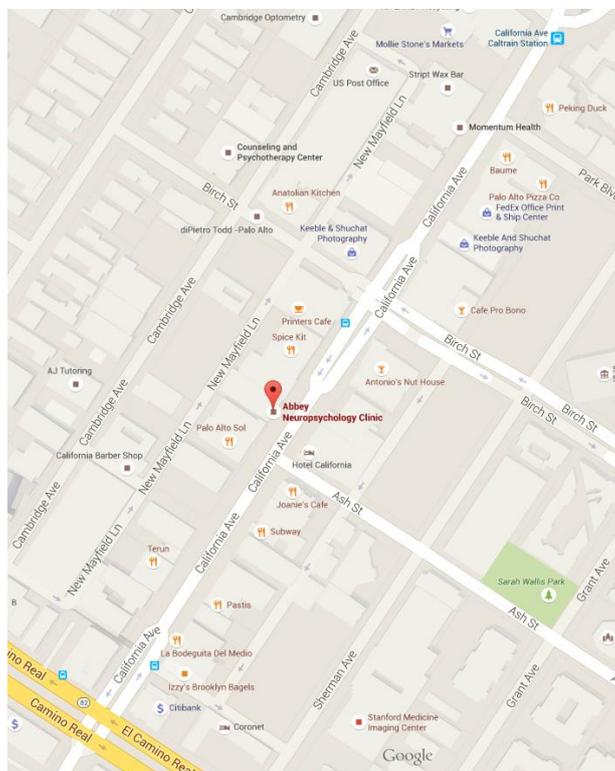
Location:

We are located near downtown Palo Alto, on California Ave. We are across from Starbucks and the Counter restaurant, next to Avalon Yoga, and above the massage studio. There are a set of stairs both in the front and back of the building.

Parking:

There is significant street, lot, and garage parking along California Ave. Street and lot parking is 2 hours, garage parking is 3 hours. Police patrol regularly and are ticket friendly, so please plan accordingly! There is a parking lot located right behind the Abbey Neuropsychology Clinic building, which is accessible through the entrance off of Cambridge from El Camino Real.

We are also conveniently located down the street from the Cal Ave Caltrain stop.



What should I do when I arrive?

- Check in at Suite 14. If there is nobody at the desk, take a seat in the waiting area and we will be with you shortly. Please do not open other doors if nobody is at the reception desk.
- If your child is 12 years or younger please expect to stay in the waiting area throughout the duration of appointment. This can be discussed with your individual clinician.
- We recommend bringing water, a snack, and a light sweater for longer appointments (e.g. testing).
- **Bathrooms** are locked for security. The key is hanging outside of Suite 14 to the left - attached to a large 'A.'
- **Waiting Area:** Please be aware that many people use the waiting area and we share office space with other Professionals; therefore, please limit conversations and phone usage. There is a massage studio below us, so please walk and do not run.
- **Animals:** Out of respect to all individuals, please limit to service animals.
- **Respect Confidentiality:** You may run into someone you know or recognize in the waiting area. Everyone has different reasons for seeking our services. Please do not ask personal questions as to why people are at the clinic.
- **Internet (Wi-Fi) Username** – Abbey Neuropsychology Clinic **Password** - samantha9!

Cancellation Policy:

- We have a 24 hour cancellation policy. Cancellations less than 24 hours in advance and/or failure to attend appointments may be subject to be billed at \$200/hour.
- Note that cancellations will delay completion of services and subsequent reports.

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