



Cancellation Policy/No Show Policy

1. Cancellation/ No Show Policy for any Appointments

The clinic does not double book appointment times but rather reserves specific times for each patient. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. While truly sympathetic, it is in fairness to all patients that this policy is in effect regardless of the reason for the cancellation. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book. These changes promote accountability and mindfulness, they also allow us to maximize provider/patient time.

PLEASE LEAVE A MESSAGE IF WE CANNOT GET TO THE PHONE AND AVOID MULTIPLE CALLS SO WE ARE ABLE TO EFFICIENTLY TAKE CARE OF ALL CALLS WITHIN 24HRS.

- If an appointment is not cancelled at least 24 hours in advance you will be charged for the **full amount** of the appointment; this will not be covered by your insurance company.

2. Scheduled Appointments

We understand that delays can happen however we must try to keep the other patients and doctors on time. Please note that we do send out appointment reminders via email, you will receive an email a week as well as a day prior to your appointment. Please list your email below to get these reminders.

If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.

3. Account balances

We will require that patients with a balance, pay their account balances to zero (\$0) prior to receiving further services by our practice. Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

Patient Name

Date

Patient Signature

Staff Signature

Patient Email Address for Appointment Reminders

***Due to changes at our office we are implementing this new policy. There is a high demand for appointments and we are scheduling a few weeks out. If you need to cancel please be mindful as to we will not be able to see you for a few weeks. It is your responsibility to be here in order to receive your scripts etc.**