



Missed Appointments and Late Cancellation Policy

Due to the busy nature of our practice, a scheduled appointment means that time is reserved only for you. We understand that sometimes it is necessary to reschedule appointments, therefore, please give us at least **24 hours notice** prior to cancelling and we will gladly reschedule your appointment. Appointments are in high demand, and your early cancellation will give another patient the possibility to have access to timely care. We operate on a three-strike system:

- 1) I understand that if I miss a scheduled chiropractic or therapy session or cancel less than 24 hours before the appointment for the first time, you will be reminded that you need to call at least 24 hours in advance.
 - 2) I understand that if I miss an appointment without calling and rescheduling less than 24 hours, for the second time, I will be charged \$50 for the missed appointment and must pay the fee prior to being rescheduled.
 - 3) I understand that on the third time I miss a chiropractic appointment or therapy session, without calling and rescheduling my appointment, I will be billed directly according to the scheduled fee or according to the rules of your healthcare plan. Your health plan does not cover payment for missed appointments; therefore, you are responsible for the full payment.
- We understand that life's unexpected occurrences do come up and sometimes you can not plan for the unforeseen. Situation such as this will handled on an individual basis.
 - To cancel appointments please call **651-459-3171**. If you do not reach the receptionist, you may leave a detailed message on our voice mail system 24 hours a day. We will call you to reschedule your appointment as soon as possible the following business day.

To better serve our patients, we appreciate your understanding and are available to answer any questions you may have.

Patient Name (Please Print): _____

Patient Signature: _____ Date: _____

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