



## Missed Appointments and Late Cancellation Policy

Due to the busy nature of our practice, a scheduled appointment means that time is specifically **reserved only for you**. We understand that sometimes it is necessary to reschedule appointments, therefore, we request that you kindly give us at least **24 hours notice** and we will gladly reschedule your appointment. Due to the comprehensive nature of our practice, appointments are in high demand, especially given the amount of time that has to be allotted for cleaning and sanitizing between patients, and your early cancellation will give another patient the opportunity to have access to timely care. Our no-show/late cancellation policy is as follows:

- 1) I understand that if I miss a scheduled appointment 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 a second 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. If you have a cash package, that amount will be deducted from that account.
  - 3) I understand that on the **third time** I miss a chiropractic appointment or therapy session, without calling and/or rescheduling my appointment less than 24 hours in advance, 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.
  - 4) I understand that if I am scheduled for a therapy service, including, but not limited to, acupuncture, exercise, laser, PEMF, or decompression and elect not to have treatment without calling with 24 hours, I will be charged for that visit.
- We DO understand that life's unexpected occurrences do come up and sometimes you cannot plan for the unforeseen. Situations such as this will be 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.
  - As a courtesy, you will receive a text message or email reminder at approximately 6:00PM. If you cancel after you receive this message and it is within the 24-hour window, you are still subject to the policy.

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: \_\_\_\_\_

