

# Missed Appointment / No Show Policy

Blue Root Acupuncture, LLC

Confidential

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2730 Devine Street • 1<sup>st</sup> Floor • Columbia, SC 29205 • 803-404-7575 • [www.blueroothealth.com](http://www.blueroothealth.com)

*Please read carefully, then indicate your agreement at the bottom by signing and dating.*

Our goal is to provide quality health care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of health care.

The definition of a missed appointment is when a patient does not show up for a scheduled appointment without **sufficient** notification, or any notification at all. In other words, if we do not have a reasonable amount of time to fill that empty slot, it will be considered a missed appointment. We ask for notification **24 hours in advance** if you know that you will not be able to make your appointment. We are very understanding about certain situations. Some notification is always better than none, and we are usually willing to take that into consideration.

When your appointment is made, you will be given the time of your appointment *and* the time we need for you to arrive at our facility. Your **“appointment time”** is the time your provider should actually begin your examination. However, it is **imperative** that you arrive at our facility **10 minutes prior to your appointment**. If you are 20 minutes late to your “appointment time”, it would then be difficult to complete the examination in the time allowed for your visit. Therefore, your appointment would have to be rescheduled, and your visit would be considered a missed appointment. Please keep in mind that there are other patients who would like to be seen on time, and if you are late, it puts every other patient scheduled after behind. We do have the right to charge for missed appointments, and our policy is as follows:

*For established patients:*

- Missed appointments – **Will be charged the full cost of the service before appointment is rescheduled.**
- 3<sup>rd</sup> missed appointment - **Discharged from practice.**
- **If you cancel 2 or more consecutive appointments in a row (even when notifying our staff 24 hours in advanced), we will remove your future appointments from our schedule, if you have any, to allow other appointments to fill that time slot. Whenever you are certain you can make it to your appointment(s), we will be happy to reschedule them!**

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Patient Signature

Date

*For new patients:*

*There is a deposit fee that must be paid when your initial appointment is made in order for it to be reserved. You can pay the deposit either over the phone, mail a check to our clinic, or pay in person at the clinic during normal office hours (Notify us you are coming before you do if this is the case). Once your payment is approved, we will then hold your appointment. The deposit fee is \$62.50, which is half of the initial appointment full cost. When you come in for your appointment your prepaid deposit will be applied, leaving you with the remaining balance due at the end of your first visit. Although, if you fail to notify our staff 24 hours in advance to cancel your appointment, the deposit is non-refundable. Full payment of the visit is required for same day cancellation.*

We provide confirmation calls the day before your appointment as a reminder. This is a *courtesy* call and **does not** release you from your appointment obligation if we are unable to reach you to confirm your appointment, or if we are unable to make that call for some reason.

We would sincerely appreciate for everyone to understand how missed appointments without notification are extremely unfavorable to our practice. ***All we ask is for a simple phone call or email to let us know that you cannot make your appointment.***

If it is after office hours that you need to cancel or reschedule your appointment, please do not hesitate to leave a message on our 24/7 answering machine, even if it is late. A member of our staff will call you back after we open the following business day. (Please keep in mind: if your appointment is the first appointment on our schedule and you cancel after office hours the night before, we do not guarantee that our staff will know of this until we get to the office the next business day.)

Please signify understanding of this policy with your signature:

2730 Devine Street, 1<sup>st</sup> Floor, Columbia, SC 29205  
Phone (803) 404-7575 • [blue.root@live.com](mailto:blue.root@live.com)  
[www.blueroothhealth.com](http://www.blueroothhealth.com).

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Patient Signature

Date