

Missed Appointment / No Show Policy

Blue Root Acupuncture, LLC

Confidential

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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, otherwise it will result in a **cancellation fee**. 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:

- Last minute cancellations/missed appointments – **Will be charged the full cost of the service before appointment is rescheduled.**
- 3rd missed appointment - **Discharged from practice.**
- **If you cancel 2 or more consecutive appointments in a row (even when notifying our staff 24 hours in advance), 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!

For new patients:

Your initial appointment must be pay in full in order to reserve your session time. You can pay either over the phone, online, 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. If you wish you cancel the appointment, please do it at least 24 hours prior to your appointment in order to get your money back.

We provide confirmation emails or text messages a day or two before your appointment as a reminder. This is a *courtesy* email or text and does not release you from your appointment obligation if we are unable to reach you, or if we are unable to call or send that email 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 within a minimum of 24 hours notice.***

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.) Also, if your appointment is made with less than 24 hours from making the appointment, to the time of the appointment being made, that is your appointment confirmation.

Please signify understanding of this policy with your signature:

Patient Signature

Date

Office Signature

Date