

## Cancellation/Missed Appointment Policy

To continue to provide prompt, quality care, the following policy has been created for the patients of Wholesome Health Clinic:

1. Unless there are extenuating circumstances, a 24-hour notice of cancellation is required for all scheduled appointments. Failure to give a 24-hour notice may result in a \$25.00 fee for an established patient visit and \$50.00 fee for IV Therapy treatment.
2. If you missed your New Patient "Initial" visit, this will result in a "no show" letter being sent and a \$75.00 "no show" fee. After two missed "Initial" visits you will be dismissed from Wholesome Health Clinic.
3. You may be asked to reschedule your appointment if you are more than 10 minutes late. A call to verify availability is appreciated.
4. If you miss your appointment, you will be charged a "no show" fee of \$25.00 for an established patient and \$50.00 for IV Therapy treatment.
  - a. Your first "no show" appointment will result in a letter being sent and a \$25.00 charge for an established patient and \$50.00 charge for IV Therapy being billed to the patient.
  - b. Your second "no show" appointment will result in a letter being sent and a \$50.00 charge for an established patient and \$75.00 charge for a missed IV Therapy being billed to the patient.
  - c. Your third "no show" appointment will result in a \$75.00 charge for an established patient and \$100.00 charge for IV Therapy and a possible discharge letter from Wholesome Health Clinic.

Missed appointment fees CANNOT be billed to an insurance company.

\*\*Fees are subject to change without notification.