

Policy title: Cancellation Policy
Date in effect: January 1, 2018

Purpose: To give guidance to all staff regarding the cancellation policy of Integrative Medicine Laser Aesthetics.

General statement: Cancellations/no shows (and reschedules) have a negative effect on our organization. It is our goal to have a credit card on file for each patient. If/when a no-show or cancellation occurs, patients should be charged. While this policy should be enforced for all, we recognize that there may be extenuating circumstances that allow for a deviation. Those circumstances must be documented within the billing notes for the patient and an explanation for why the policy deviation occurred.

All Patients:

1. Credit card information is needed to request an appointment.
2. Review the cancellation policy with all new patients and any established patient who cancels or re-schedules.
3. Patients who reschedule more than once must be made aware of the cancellation/re-schedule policy. In order to re-schedule a second time (or more), they must be charged \$100 in order to have the appointment scheduled.
4. If a patient cancels after already re-scheduling one appointment, they will be charged \$100 regardless of the time frame or reason.
5. If a patient cancels or re-schedules (in any combination) 3 times within the same calendar year, they should not be re-scheduled without collecting \$100 prior to the visit.

Established Patients:

1. Ensure that each patient has a credit card on file.
2. If the patient contacts us >24 hours prior to cancelling the appointment, then we do not charge the patient. We should encourage the patient to reschedule and ensure that a credit card is on file.
3. If the patient is a no-show or contacts us to cancel <24 hours, they should be informed that their account/credit card will be charged \$100. This amount can be applied toward the same service if it is fulfilled within 30 days of the appointment date.

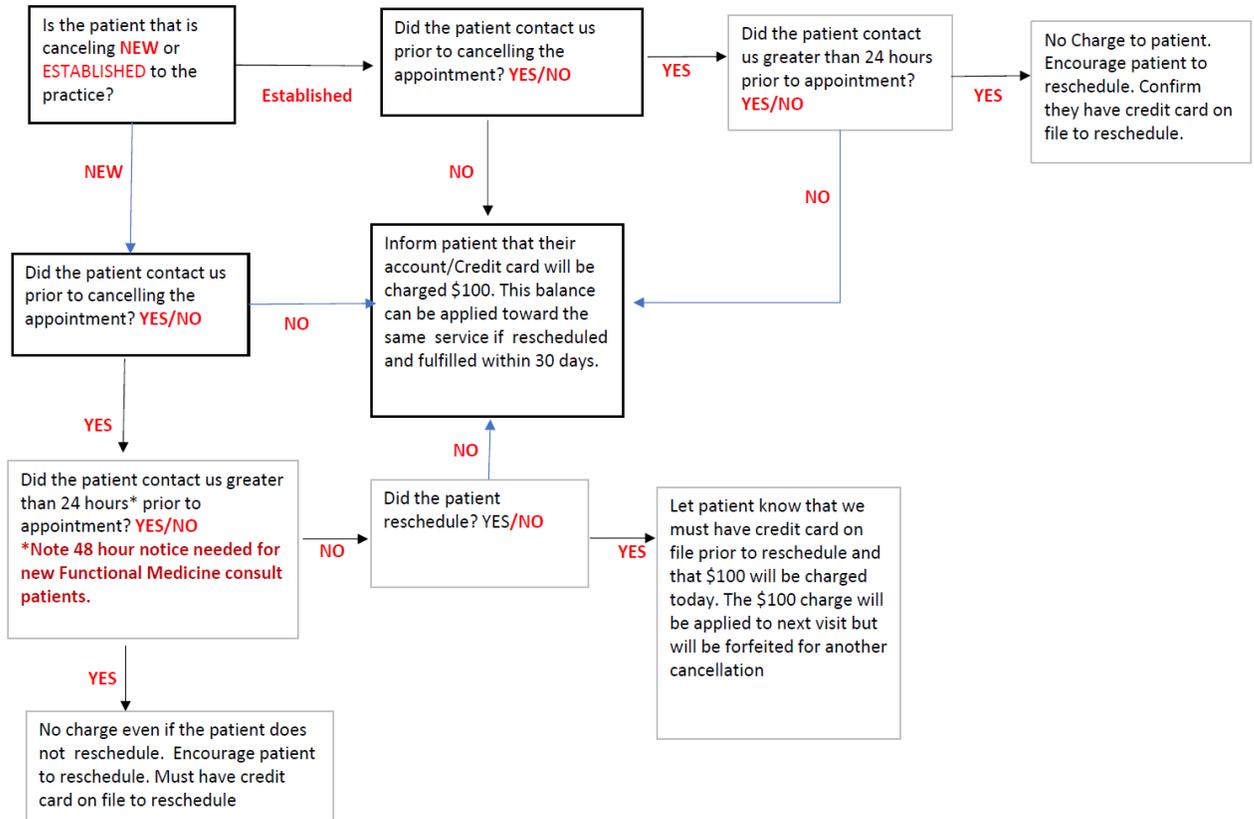
New Patients:

1. All new patients should be encouraged to provide a credit card on file. Assure them that their card will not be charged until after their appointment or only if they cancel/no-show.
 - a. If they do not wish to provide a credit card before seeing us, let them know that we can schedule them, inform them of the cancellation/re-schedule policy, and emphasize that if they no-show/cancel or re-schedule, they will need to pay \$100 prior to re-scheduling.
2. If the patient is a no-show or contacts us to cancel <24 hours (**<48 hours for Functional Medicine patients**) before the appointment, they should be informed that their account/credit card will be charged \$100. This amount can be applied toward the same service if it is fulfilled within 30 days of the appointment date.
 - a. If the patient wants to re-schedule their appointment, we must have a credit card on file AND a \$100 scheduling charge must be collected. The \$100 charge will

be applied to the next visit but will be forfeited for another cancellation or re-schedule <24 hours (**<48 hours for Functional Medicine patients**).

- If the patient contacts us >24 hours (**>48 hours for Functional Medicine patients**), then we do not charge the patient. We should encourage the patient to reschedule and ensure that a credit card is on file.

Cancellation Policy



Note:

Credit card information is needed to request an appointment. Go over cancellation policy with patient.
 If patient cancels a second time after reschedule they will be charged \$100 regardless of time frame and reason
 Consider no further rescheduling if a patient has cancelled at least 3 times in one calendar year unless they pay \$100 prior to visit.