

## Missed and Cancelled Appointment Policy – 2022 Update

Dr. John's chiropractic practice can best be described as **high quality / low volume**. Our current Covid-19 protocols and practice schedule require that a person arrive on time to maintain our standards and assure full treatment time allotted.

We value every patient's appointment as special, and we do not over-book or cluster-book to compensate for those who might forget or not show. Our policies, therefore, are:

A <b>new patient appointment</b> that is cancelled or re-scheduled more than one week in advance of the appointment.	<b>No charge</b>
A <b>new patient appointment</b> that is cancelled with <b>less than one week</b> in advance of the appointment. No charge if it appt can be re-scheduled to earlier date.	<b>Forfeit \$100 deposit</b>
An <b>established patient appointment</b> rescheduled or canceled with <b>more than 72 hours notification</b> in advance of the appt, <b>except for Monday appointments (if they return to the schedule) - see below.</b> *	<b>No charge</b>
An established patient appointment that is <b>missed</b> (no communication prior to the missed appointment).	<b>Double \$120 Single \$60</b>
An established patient appointment that is <b>cancelled with less than 72 hours notification</b> . If rescheduled to a later or earlier slot <i>on same day, if possible</i> , see the policy on bottom row. **	<b>Double \$100 Single \$50</b>
* <b>A Monday established appointment (if/when a Monday schedule is available)</b> that is cancelled <b>after business hours on the Friday</b> before (ie between Friday afternoon and Monday morning). If Monday is a holiday, then this would apply to Tuesday, the next day of business. This means a \$100 fee would apply, even though a message may have been left more than 72 hours of the actual Monday appointment.	<b>Double \$100 Single \$50</b>

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- We now have an online scheduling system that patients can utilize to create appointments for themselves, as well as our office making them. This online system sends an automated confirmation at the time of the appointment creation.
  - In addition, there is an automated app reminder by Email and text **24 hours prior to the appointment time**.
  - We therefore do not make reminder phone calls from our office and **patients are responsible for their own appointments with or without any reminder**.

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To be consistent, we **cannot judge or grant exceptions**, even though there may sometimes be circumstances out of one's control. Policies and fees are subject to change without notice.

Thank you for your understanding and respect.

*I have read and agree to the above office policies:*

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(Signature)