



Milk and Honey's No-Show, Late, & Cancellation Policy

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment with enough advance notice, you may be preventing another patient from getting much needed treatment. We set aside your appointment time for you so we can dedicate our attention to your specific needs. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit due to a seemingly "full" appointment book.

"No Show" shall mean any patient who fails to arrive for a scheduled appointment. "Same Day Cancellation or Late Cancellation" shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. "Late Arrival" shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

Policy

It is the policy of Milk and Honey to monitor and manage appointment no-shows and late cancellations. Milk and Honey's goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time as we have a waitlist and want to ensure adequate care to all patients. Notification of schedule changes allows the practice to better utilize appointments for other patients in need of prompt care.

Procedure

A patient is notified of the appointment "No-Show, Late, & Cancellation Policy" at the time of scheduling. This policy can and will be provided in writing to patients at their request.

- a. Appointment must be cancelled at least 24 hours prior to the scheduled time. A virtual appointment may be possible if you are unable to attend an in person appointment.
- b. In the event a patient arrives late as defined by "late arrival" to their appointment, and cannot be seen by the provider on the same day, it might be necessary to reschedule you for a future clinic visit, if available, or result in a shortened appointment time.
- c. In the event a patient has incurred three (3) documented "no-shows" and/or "same-day cancellations," the patient may be subject to dismissal from Milk and Honey. The patient's chart is reviewed and dismissals are determined by the owner.
- d. The first time there is a "no-show", the patient may be subject to a \$50 fee that will be added to the client's account that will need to be paid prior to or at the next appointment. Additional occurrences of failing to present to the scheduled appointment and/or cancel in a timely manner will result in the patient being charged \$50.00 that must be paid in order to reschedule an appointment. In the event of a true emergency, such as hospitalizations, the instance may be reviewed on a case by case basis.

If you have any questions regarding the policies, please let our staff know and we will be glad to speak with you in more detail.

I have read and understand the Milk and Honey No-Show, Late, & Cancellation Policy and I agree to be bound by its items. I also understand and agree that such terms may be amended from time to time by the practice.

I _____ (print name) have read and received a copy of Milk and Honey's Cancellation Policy.

Signature of Parent

Date

