

CANCELLATION POLICY

Check-In

Please also bring your driver's license or photo ID. If you are unable to complete the paperwork in advance, please arrive 5-10 minutes early to complete it in our office before your scheduled appointment time.

Please **stay at home for 2 weeks** if you are not feeling well. *We will gladly reschedule your visit!*

Please wear your own mask or face covering to the office, and cover both your mouth and nose at all times unless instructed otherwise by our staff. **If you are unable to wear a mask covering both your mouth and nose**, we welcome you back when the pandemic has ended and face coverings are no longer necessary for close face-to-face interactions.

When you arrive for your appointment our staff will ask you the *COVID-19 screening questions, take your temperature and ask that you sanitize your hands*. We are limiting building occupancy. **Patients are limited to one guest which must be a self-sufficient child or adult.** We apologize for the inconvenience.

Cancellation Policy

Nonsurgical consultations with our medical professionals are complimentary. Our highly-skilled team plan their appointment times to provide each client with expert care and undivided, unhurried attention. **We ask that you kindly give us 24 hours' notice to cancel or reschedule an appointment.** Of course, we understand the sudden emergencies of life that require cancellation of your appointment, therefore, we have developed a policy that is sensitive to our patients lives and is based upon not one cancellation, but two. *In the case of two cancellations with less than 24-hour notice we reserve the right to charge a cancellation fee of \$75. This will result in the temporary suspension of services until the fee has been paid.*

"No Show" Policy

A "No Show" is someone who misses an appointment without cancelling it in advance, or who fails to attend a scheduled appointment. Again, we understand the sudden emergencies of life and have created this policy that is sensitive to our patients lives and is based on two cancellations. In the case of your first "No Show", we will address the policy to you by mailing a letter outlining this "No Show" policy, and recorded in your patient file. *In the case of a second "No Show", we reserve the right to charge a cancellation fee of \$100, and this will also result in the temporary suspension of services until the fee has been paid.*

Patient satisfaction is our number one priority. Our office staff is made up of bright, energetic professionals who are happy to answer any questions you may have before or after your visit. We look forward to seeing you!

Thank you,

Shannon Davis
Office Manager