

Missed and Cancelled Appointment Policy – 2024 Update

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

- We 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 via Email and text message.
 - In addition, there is an automated app reminder by Email and text **24 hours prior to the appointment time**.
 - As we do not make reminder phone calls from our office, **patients are responsible for their own appointments with or without any reminder**.

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:

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A new patient appointment that is cancelled or re-scheduled with less than one week notification. No charge for re-scheduling to earlier date.	Forfeit \$100 deposit
An established patient appointment rescheduled or canceled with less than 72 hours notification in advance of the appt	Regular visit: \$100 Extended Visit: \$140
An established patient appointment that is cancelled or re-scheduled on the same day of the visit or missed completely.	Regular visit: \$125 Extended visit: \$165

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.

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Thank you for your understanding and respect.

I have read and agree to the above office policies:

(Signature)