

Missed Appointment / Cancellation Policy and Phone Consultations

Our goal is to provide quality individualized medical care in a timely manner. No-shows, latecomers and cancellations inconvenience those individuals who need access to medical care. We would like to inform you of our policy regarding missed appointments.

Cancellation / No Show Policy for Appointments

Cancellations

In order to be respectful of the medical needs of other patients, please be courteous and call or email New Day Wellness Center promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call **at least 24 business hours in advance**. Appointments are in high demand, and your early cancellation will allow another patient access to timely medical care.

New patient visits require large time slots, making last-minute cancellations and rescheduling of visits even more problematic. We spend a considerable amount of time and energy with each and every one of our new patients because we are committed to providing the highest quality care. These visits **require 48 business hours (2 full business days) notice** for cancellation, or re-scheduling, so we are able to either accommodate a new patient, or several established patients.

To cancel or re-schedule your appointment, please email office@newdaywellnesscenter.com or call us at 630-344-9693. If you do not reach the receptionist, you may leave a detailed message on our voice mail which has a time stamp. Our phone line **does not** support texting, and so doing so will not count as a cancellation. If you would like to reschedule your appointment, please leave your name and phone number and the date you would like to reschedule. We will return your call or email promptly.

No Show

A “no-show”, is a patient who misses an appointment without cancelling it. Failure to be present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no-show”. This includes arriving 15 minutes after your scheduled appointment. *If a patient arrives **15 minutes past their scheduled time** we will have to reschedule the appointment.* If you arrive 15 minutes or more into your appointment time, there will not be enough time to complete the visit as scheduled, and this will affect the patients for the remainder of the day.

The first time there is a “no-show”, late cancellation, or a late arrival resulting in the rescheduling of an appointment, there will be no charge to the patient. A 2nd occurrence will result in a **\$50 fee** for follow up visits. The 3rd occurrence will result in a **\$50 fee**, and the patient/client may be discharged from the practice.



NEW DAY WELLNESS CENTER

FUNCTIONAL AND INTEGRATIVE MEDICINE

Phone Consultations

We bill for phone consultations. They require the same time and expertise as office visits.

Billing for phone consultations is, however, at the doctor's discretion. Your doctor may choose not to bill you if the nature of the phone consultation is uncomplicated, such as taking a minute to answer a question about your treatment protocol. If any type of extended discussion ensues or if a number of questions need to be addressed, it is likely your doctor will bill for the phone consultation. There is no guarantee that medical insurance will pay for phone consultations.

Agreement:

I understand the missed appointment/ cancellation policy/ phone call policy. Please charge my credit card for the above stated charges if I am in violation of these policies or owe a phone consultation fee:

Credit card number: _____

Expiration Date: ____/____ Security Code: _____ Zip Code: _____

Patient Name: _____

Cardholder Name: _____

Cardholder Signature: _____

Date: _____

For office personnel only:

Date: _____ Charge: _____ Reason: _____

Date: _____ Charge: _____ Reason: _____

Date: _____ Charge: _____ Reason: _____

Date: _____ Charge: _____ Reason: _____

Date: _____ Charge: _____ Reason: _____