

## **CANCELLATION & NO-SHOW POLICIES**

Please understand that Be Optimal does not over book our schedule to cover for patients cancelling at the last minute or not showing up. We reserve your appointment time specifically for you.

If you cancel on short notice, do not show up, or show up very late – it is a lost opportunity that another patient could have used to be treated and lost revenue for the practice.

We understand unanticipated events happen occasionally in everyone's life and we will take that into consideration, however in our desire to be fair to all patients and maintain a viable practice, the following policies are honored.

### CANCELLATIONS

Patients are required to give 24 business hours advanced notice when cancelling any appointments. Please note, this is during regular business hours. For appointments scheduled on a Monday or Saturdays and for New Patient Initial Appointments, we do require 48 hours advance notice (5 days preferred). This allows the opportunity for someone else to schedule an appointment.

If you are unable to give us the full advance notice for any and all appointments, **you will be charged:**

**Half Of The Scheduled Visit Price.**

### NO-SHOW/NO CALL

Anyone who either forgets or consciously chooses to forgo their appointment for whatever reason will be considered a "No-Show" and will be charged the full amount for their missed appointment.

### LATE ARRIVALS

If you happen to arrive late for an appointment, your visit will likely be shortened and end at the originally scheduled time in order to accommodate other patients whose appointments follow yours.

Depending upon how late you arrive, your doctor will have to determine if there is enough time remaining to start your treatment. Regardless of the length of the treatment provided, you will be responsible for the full amount of your scheduled appointment.

Out of respect and consideration for your doctor and other patients please plan accordingly and be on time.