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## **Cancellation Policy Implementation 2021**

We strive to provide all our patients quality, on-time care and scheduling. Due to scheduling challenges and limitations caused by COVID it is extremely important that our **patients are arriving on-time and providing adequate cancellation of at least 24 hours in advance of the appointment time.**

We have been lucky over the past 7 years to not have needed to implement and enforce a formal cancellation policy. Recently, the number of last-minute reschedules and cancellations has prompted us to begin the process of executing new policies for 2021.

As you know, we take your and our time very seriously and are committed to serving you with the highest level of care. No shows and last-minute cancellations for non-emergencies inconvenience those patients who need access to care in a timely manner; last-minute schedule changes additionally do not provide adequate time to fill your missed appointment slot. This is causing more problems than ever due to the limitations on scheduling that we have in place for your safety in our office.

We are hoping that raising awareness amongst our patients will solve the challenges we are having and we hope that you will help us by keeping and arriving on time for your appointment(s). We understand things come up and you may occasionally need to reschedule or cancel your visit. If you need to cancel or reschedule for a non-emergent reason, please remember that we require 24 hour notice in advance of your appointment time.

Thank you for your help in keeping in-office appointment wait time down, and for following your prescribed treatment plan by scheduling as recommended!

Sincerely,

Dr. Fike, Dr. Warner, and Dr. Norris



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## Cancellation Policy

### Appointments

Please arrive on time for your appointments. Our office runs on time and in order to see patients at their scheduled time, needs your help in ensuring patients are taken back at the proper time. Our doctors tailor your treatment plan to your condition, and the rate at which they expect you to progress. If you are unable to keep an appointment for any reason, please reschedule 24 hours in advance to maintain the treatment plan outlined by your doctor.

Upon scheduling your New Patient or Therapy visit, **you will be asked to save a debit or credit card on file.** Due to COVID-19, we have switched over to contactless payment methods when available. This minimizes the handling of cash, credit cards, and mobile devices, and is one of many ways we are doing our part to combat the spread of the coronavirus. Your saved payment is secure and encrypted from the moment it is saved and is not accessible to staff or other patients.

### Cancellation/No Show Policy

We take your and our time very seriously and are committed to serving you with the highest level of care. No-shows and last-minute cancellations inconvenience those patients who need access to care in a timely manner. We understand things come up and you may need to occasionally re-schedule or cancel your visit with us. **24-Hour notice is required to cancel or reschedule an appointment.** Failure to do so will result in a missed appointment fee. **This fee is not covered by insurance and will be your responsibility.** Multiple cancellations or no show appointments may result in dismissal from the practice.

- New Patient Exams: \$50
- Therapy and Massage Appointments: \$50 for 1 hour and \$25 for 30-minute sessions
- Adjustment Visit: \$15

To cancel appointments, please call 407-203-6745. If you do not reach the receptionist upon call-in, you may leave a detailed message on our voicemail. If you would like to re-schedule your appointment, one of our staff will return your call and offer you the next available appointment time.

### Late for your appointment

Please always call to let us know if you are running late to an appointment. If you are more than 15 minutes late for your appointment, the doctors and staff may need to re-schedule your appointment for a later date and time to allow for full patient-doctor time, or you may receive treatment within the time constraints of your originally scheduled appointment.