



KETAMINE HEALTH & RESTORATION

NO SHOW/MISSED APPOINTMENT POLICY

We, at Ketamine Health & Restoration, understand that sometimes you need to cancel or reschedule your appointment and that there are emergencies. If you are unable to keep your appointment, please call us as soon as possible (with at least a 24-hour notice). You can cancel appointments by calling the following number: 301) 298-8267

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. As a courtesy, an appointment reminder call to you is made/attempted one (1) business day prior to your scheduled appointment. However, it is the responsibility of the patient to arrive for their appointment on time.

PLEASE REVIEW THE FOLLOWING POLICY:

1. Please cancel your appointment with at least a 24 hours' notice: There is a waiting list to see the clinicians at Ketamine Health & Restoration and whenever possible, we like to fill cancelled spaces to shorten the waiting period for our patients.
2. If less than a 24-hour cancellation is given this will be documented as a "No-Show" appointment.
3. If you do not present to the office for your appointment, this will be documented as a "No-Show" appointment.
4. After the first "No-Show/Missed" appointment, you will receive a phone call or letter warning that you have broken our "No-Show" policy. Ketamine Health & Restoration will assist you to reschedule this appointment if needed.
5. If you have 2 "No-Show/Missed" appointments within a one-year time period, you will receive a warning letter from our office and will be assessed a \$25.00 no show fee.
6. If you have 3 "No-Show/Missed" appointments within a one-year time, you will receive a second \$60 no show fee assessment. Dismissal from the practice will be considered.
***You will be notified by letter if the dismissal was approved.**

I have read and understand Ketamine Health & Restoration No Show/Missed Appointment Policy and understand my responsibility to plan appointments accordingly and notify Ketamine Health & Restoration appropriately if I have difficulty keeping my scheduled appointments.

Patient Name

Date of Birth

Date

Patient Signature or Parent/Guardian if minor

Relationship to Patient

Staff Signature

Date