

CANCELLATION/MISSED APPOINTMENT / REFUND POLICY

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in severe pain needing immediate care.

Cancellation of an Appointment:

In order to be respectful of the medical needs of other patients, please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment at Smart Health OC Clinic:

To cancel appointments, please call Smart Health OC Clinic (657) 218-4145. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you would like to reschedule your appointment, please be sure to leave us your phone number and let us know the best time to return your call.

No-Show Policy:

A “no-show” is someone who misses an appointment without calling 24 hours in advance to cancel. “No-shows” inconvenience those individuals who need access to medical care in a timely manner, as well as the physician. A failure to show up at the time of a scheduled appointment will be recorded in the patient’s chart as a “no-show”. The first time there is a “no-show” there will be no charge to the patient. Any additional “no-shows” will result in a fee of \$50.00 for regular appointments and \$50.00 for procedures.

Cash Only:

If you are uncomfortable using a credit card, following your first “no-show” a \$25.00 cash deposit will be required to schedule future appointments and a \$50.00 cash deposit will be required prior to procedures. This amount will be applied to your bill on the day of the appointment and any remaining balance will be refunded at this time. No checks.

Late Cancellations:

Late cancellations will be considered as a “no-show”. Exceptions will only be made in extraordinary circumstances. Cancellations made more than 24 hours in advance of your scheduled appointment time will not be assessed a cancellation fee.

Refunds:

We at Smart Health OC Clinic are committed to customer satisfaction and providing excellent service. Our policy is to refund patients in full if we are unable to provide them with the service they need so that they can always come back to us for other healthcare services in confidence.

I. When do I qualify for a 100% money-back guarantee?

If you cancel your appointment at least 24 hours in advance;

If a medical/mental health professional is unable to provide you with the service due to medical, legal, professional, scheduling conflict, etc. issues and you are not willing to wait to be rescheduled with a different provider.

II. How do I request a refund? (Only for eligible refunds.)

- A. By phone if cancelling your appointment or in-person at the clinic.
- B. By email within 30 calendar days of the cancelled appointment date.
- C. All eligible refunds will be processed within 10 business days. Please wait at least 10 days before contacting support if you don't receive a refund.

PLEASE NOTE:

NO refunds shall be issued to patients who change their minds after successfully completing their consultation with a medical/mental health provider and receiving medical advice/treatment or prescription for a medication.

NO refunds shall be issued to patients who received and filled their prescription for a medication at a pharmacy.