

University Chiropractic & Wellness
New Policies Effective Monday February 24th, 2020

- **No-Show Fee:**
ANY current, previous, or new patient who does not show up to an appointment i.e. **no-show**, will be charged a **\$ 30.00 no-show fee**. The fee will be collected **immediately** after the no-show incident. Any call or notification from a patient after the appointment time will NOT change the status to a last-minute cancellation.
- **Note:** Patients who are late to their appointment 15 minutes or more **without** a phone call will be subjected to the no-show fee and may be rescheduled. Patients who are late 15 minutes or more **with** a phone call may still be seen if time allows. If the schedule is booked, patient will be rescheduled.
- **Last Minute Cancellation Fee:**
A last-minute cancellation is defined in this policy as one that happens **3 hours or less** on the same day of an appointment. Leaving a voice message/sending an email to info@univchiropractic.com on the same day of the appointment **prior to** 9:00 a.m. will **NOT** be considered as a last-minute cancellation, regardless of when the appointment is scheduled during the day.
 - Cancelling/rescheduling an appointment during the day of the appointment within **3 hours or less notice** will be subject to:
 - **First incident** will be a warning, no fees due.
 - **Second incident** and any further incidents will be subject to a **\$25 fee**.

Disclaimers:

1. Cancelling and rescheduling are the same in this policy since both leave the already booked spot empty and potentially wasted.
2. The definitions of the policies in this document are based on how the management of University Chiropractic & Wellness defines them. Other definitions by other practices or agencies shall not be used against these aforementioned policies.
3. With last minute cancellation, for those who have their appointment between 10 a.m. and 12:00 noon, calling any time prior to 9:00 a.m. is sufficient notice. 9:00 a.m. is the time the schedule is sorted out and assignments are made for team members with scheduled patients. Otherwise, for example, if one's appointment is at 1:00 p.m., then their cut off time to cancel/reschedule without a charge is 10:00 a.m. For a 5 :00 p.m. appointment, the time to call without a charge is before 2:00 p.m. and so forth so on.
4. If a cancelled appointment happened to fortunately be filled by another appointment, it does not exempt the first patient who canceled from paying their fees.
5. Patients are told about their next appointment when they leave the office or on the phone when they call. Hence, patients are responsible to remember and come to their appointments even if they did not receive a text-message or any reminder from UC&W.
6. No further appointments will be scheduled **until** the fee is paid, and UCW reserves the right to cancel all future already-scheduled appointments of the patient involved.
7. University Chiropractic & Wellness may use a **debt collection agency** to collect unpaid balances by patients.

Patient's Name: _____

Date: _____

Patient's Signature: _____

Date: _____