



Thank you for trusting your health coaching care to Wellness on the Mountain. When you schedule an appointment with Wellness on the Mountain we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- ❖ Effective **Jun 1, 2024** any established client who fails to show or cancel/reschedule an appointment and has not contacted our office with at least 24 hours notice will be considered a No Show and charged \$90.00 fee
- ❖ Any established client who fails to show or cancel/reschedule an appointment without 24 hour notice a second time will be charged \$125.00 fee.
- ❖ If a third No Show or cancellation/ reschedule without 24 hour notice should occur the client will be charged \$165.00 fee.
- ❖ Any new patient who fails to show for their initial visit will not be rescheduled.
- ❖ As a courtesy, when time allows, we send reminder texts for appointments. If you do not receive a reminder text or message, the above policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our office. You can contact Wellness on the Mountain office 24 hours a day, 7 days a week at the following number: #720-402-8703.

Thank you!

Denise Schmeckle, RH, CHC