



Opollo Health And Wellness

NO SHOW/CANCELLATION POLICY

Thank you for believing Opollo Health and Wellness, LLC for your psychiatric/mental health care needs. We dedicate time to deliver exceptional care to you and your family, therefore, schedule an appointment with us now!

If you ever need to cancel or reschedule your appointment, please contact our office immediately before 24 hours prior to your initial appointment. This gives us adequate time to work on the appointment of other waiting patients.

For a detailed view of our cancellation/rescheduled appointment, please see our policy below, effective December 1, 2023:

- If, for any reason, a patient could not show up to their appointment on the arranged date and was not able to contact our office 24 hours prior to their appointment, he/she will be considered a No-Show and will be charged a \$75.00 fee.
- If, for any reason, a patient could not show up/reschedule their appointment on the allotted 24-hour notice for the second time, he/she will be charged a \$100 fee.
- If the said occurrence happens for a third time with the same patient, he/she may be dismissed from Opollo Health and Wellness, LLC.



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- In the case of initial visits if a new patient failed to show up to their arranged date and time, he/she will not be eligible for a reschedule.
- Any cancellation/rescheduling fees will be charged to the patient, not their insurance company, during his/her next office visit.
- As a courtesy, all patients should receive an automated reminder text/email a day or 2 days before their appointment time. If you do not receive the automated message regarding your appointment, the above policy will still be in effect.
- Lastly, if a patient cannot be reached after 60 days of last visit, and there are no communication from the patient, he/she is automatically discharged on day 61.

We understand that certain, unforeseen emergencies may occur that may not allow you to notify us with regards to the above policy. Should this happen, please reach out to our office manager/receptionist for the waiving of your No-Show fee.

You may contact Opollo Health and Wellness 24 hours a day, 7 days a week. After-hour calls will be directed to a secure answering system to take your messages.