



Three Mountains Wellness, LLC

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(517) 763-1497 Fax: (734) 272-4235

Cancellation Policy

In order to provide quality care to our patients and to minimize waiting for appointments, our office has implemented a uniform policy with regard to missed appointments. Please read the policy carefully, as it will be enforced.

- **Late Cancellation:** Any appointment cancelled less than twenty-four business hours prior to my scheduled time is considered a late cancellation.
- **No-Show:** A missed appointment of any kind without calling the office to cancel is considered a no-show.

PROCEDURE FOR MISSED APPOINTMENTS:

The same procedure will be followed for missed appointments, whether they are late cancellations or no-shows.

- If **one** appointment is missed, I will receive a letter of notification and incur a fee of \$85, not covered by insurance, which must be paid within thirty days of the missed appointment.
- If **two** appointments are missed, a certified letter will be mailed to the address on file stating that two appointments have been missed and I will be terminated as a patient. I will be provided with thirty days of urgent care while securing a new provider. Effective thirty days from the date of the letter, I will not be considered an active patient of Three Mountains Wellness, LLC or Three Mountains Oriental Medicine, PLLC. No further treatment (appointments, telephone calls, herbal refills, etc.) will be provided.

NOTE: Parents and/or legal guardians will be held responsible for the appointments of minor children.

My signature below acknowledges that I have read and understand the cancellation policy and furthermore, I agree to comply with the conditions of this policy.

Patient Name (Printed)

Date of Birth

Patient (or parent or legal guardian) Signature

Today's Date