



Oriental Medicine and Health Services

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Policy on Cancellations, No-shows, Lateness, and Returned Checks (050903)

I. Cancellations

For purposes of this policy, rescheduling an appointment is the same as canceling an appointment and then scheduling a new appointment. Oriental Medicine and Health Services (OMHS) would like at least 48 hours notice if you will be canceling an appointment, but *requires* 24 hours notice. If you cancel an appointment within 24 hours of its scheduled time, you will be billed for ½ the rate of the scheduled visit. This payment may be automatically charged to your credit card on file, in which case you will be informed in writing, or you may pay in cash *before* your next visit. This will be left to our discretion, as some excuses may be considered. We do have an answering machine with a time and date stamp for messages, so if we are not available, please leave a message. Excessive cancellations will make it so that we will not take your appointments. At that point, if you want treatment, you will have to arrive during normal business hours and will be put on standby status. If we are able to fit you in, we will.

II. No-shows

If you do not arrive at all for your appointment and you have not called *before* your scheduled appointment time to cancel it, this is considered a no-show. You will be billed for the full rate of the scheduled visit. This payment may be automatically charged to your credit card on file, in which case you will be informed in writing, or you may pay in cash *before* your next visit. This will be left to our discretion, as some excuses may be considered.

III. Lateness

Please do your best to be on time for your scheduled appointments. Remember, your appointment does not guarantee you a specific length of treatment, rather, it indicates a specific time period for which your treatment is scheduled. If you arrive late, then this will shorten the length of your treatment. After being 20 minutes late, if we have not heard from you, we will consider this a no-show. If you eventually do arrive, you may still be able to have an appointment depending on the schedule at that time. You will be on standby status for that particular treatment.

IV. Returned Checks

This is a cash or credit business. Our policy is to not accept personal checks. However, at our discretion, we may accept a check for payment. In the event of a returned or “bounced” check, for any reason, you will be charged a \$40.00 returned check fee in addition to the full amount of the check. This payment may be automatically charged to your credit card on file, in which case you will be informed in writing, or you may pay in cash *before* your next visit. This will be left to our discretion.

I, the undersigned, have read and do agree to the terms of this policy as stated above. Additionally, by signing below, I also authorize my credit card on file to be charged in accordance to the policy as set forth above.

Printed Name

Signature

Date