**Scheduling Conflicts policies**

**The Missed appointments policy**: For the first missed appointment the fee is waived; all following missed appointments will be a fee of 20 dollars. (If you do not have another appointment within the month, an invoice will/can be sent out for collection).

**Cancellations:** The patient has the right to cancel an appointment at anytime and doing so more than 2 hours before will not be faulted for doing so unless it becomes a habit\*. Cancellations 24 hours prior to your appointment time will be forgiven fully and can typically be rescheduled within a reasonable time frame. Text, call & email are all accepted form of notification.

\*Habit of missing or cancelling appointments: a habit is formed when a canceled or missed appointment happens more than 50% of their scheduled appointments. Therefore, if you made 2 attempted appointments and have canceled both and then come in the third attempt you are subject to cancellation/missed appointment fees at the of service(or after one month of the activation). This could be done for at least one of the cancelled/missed appointment, but could be charged for all missed appointments through this policy.

**Showing up late for your appointment policy**: Each visit time slot is scheduled for 20 minutes, which is your time. If you show up 5 minutes late you have 15 minutes served with the doctor. If you are more than 10 minutes late the doctor has the right to consider your appointment as missed and the fees apply. If you are able to call and reschedule before 10 minutes in to your appointment (call in), you will be considered rescheduled, and fees do not apply, unless it becomes a Habit\*. If you call in and can reschedule you might allow the doctor to treat the next patient that might be early and then treat you in the next time slot giving you time to get to the new appointment on time.

**Self Release from Care policy**: The Doctor has completed a thorough history of your medical conditions that will interact with your health and your care in this office. Your examination and symptoms have given enough information to make a reasonably predictable required type of care and amount of care that it will take it will take to ensure full achievement of the treatment goals in the office. With this predictability, the frequency and amount of progress are correlated. The doctor develops a individualized treatment plan in a set frequency for the best results. Therefore, self modifying your appointment dates and frequency for any reason impacting the results of your progress.

The most common reason for patients missing or modifying schedules are because their pain has diminished significantly and they misunderstand that this lack of pain means less of a need for treatments. The other is cost or other life events taking priority over your care. Please understand pain is only a secondary signal for our body to tell us something is wrong, not the absolute evidence of illness or health.

This was policy is affected after the date: 09/1/2016