



Healing Tree Wellness Center

Where the Impossible is Possible!

Missed Appointment Policy

At the **Healing Tree Wellness Center**, your scheduled appointment time is reserved just for you. We try not to overbook appointment times in order to provide you with excellent care and to be sure we have sufficient time to adequately discuss your concerns and treatment options in detail with you.

We make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments, arriving on time and notifying us a minimum of twenty-four (24) hours in advance if you are unable to do so. When we receive advanced notice of cancellation, we are able to avoid lost revenue and misspent employee time, which keeps our overhead down and our fees reasonable. More importantly, we are able to accommodate other clients needing care.

Effective July 1, 2012, failure to comply with this policy will necessitate the assessment of the following fees:

- **First missed appointment:** Our staff will call to ensure you are all right and to reschedule your appointment.
- **Second missed appointment:** You will receive a letter stating this is your second missed appointment and that you have been charged a missed appointment fee (\$25.00)
- **Further missed appointments:** Further missed appointments will incur a fee equal to full payment amount of the service you were scheduled to receive. **This fee must be paid prior to scheduling any future appointments.**

At the discretion of the Healing Tree Wellness Center, exceptions to this policy may be made in the case of extenuating circumstances.

Please sign below that you have read and understand this policy.

Sign: _____

Date: _____

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