

CHIROsport& Spine, LLC Appointment and Cancellation Policy

Our goal is to provide the best quality chiropractic care, and to do so in a timely manner. In order to accomplish this, we try not to overbook in order to ensure that we have sufficient time to adequately provide the care and attention needed to each of our clients.

We make every effort to accommodate your scheduling needs. We will also do our best to help remind you of your scheduled appointment time, but ultimately that responsibility is yours. In return we ask that you help us by keeping your scheduled appointments, arriving on time, and notifying us a minimum of 24 hours in advance if you will be unable to keep your appointment.

CANCELLATION OF AN APPOINTMENT

In order to take full advantage of your care program, we strongly recommend that you keep all appointments as scheduled. However, we understand that special circumstances can arise from time to time. If it is necessary to cancel your scheduled appointment, we ask that you notify our office at least 24 hours in advance.

To cancel your appointment, please call 607-321-7674. If you do not reach someone from the office, you may leave a detailed message on the voicemail. Calling as early as possible in the day is also greatly appreciated, as this will give us ample time to offer your appointment to another client who may be waiting to receive care.

LATE ARRIVALS

When we set up an appointment, a specific amount of time is reserved especially for you. If you are running late, please call our office to reschedule. On occasion we are able to work-in late arrivals into the schedule; however this is at the discretion of our front office staff. If you arrive more than 5 minutes late, we may not have time for the roller table, and will try to work you in the schedule without disrupting other patient's appointments. We may ask you to reschedule in order to meet the needs of those who are on time for their pre-reserved visits. If this happens it will be considered a missed appointment.

MISSED APPOINTMENTS (NO SHOWS)

A "no show" is someone who misses an appointment without canceling it in an acceptable manner. When a client does not show up for their appointment, we lose the opportunity to see and help someone else. A missed appointment will be recorded in the patient's file. The first time there is a "no show," there will be no charge. Any additional "no-show" will result in a fee of \$30.00 being billed to the patient's account with the appropriate provider. "No show" fees are the patient's responsibility and must be paid before your next appointment. The fee cannot be billed to your insurance company.

I have read and understand this policy. I agree to comply and realize that if I do not, I may be charged.

SIGNATURE _____

DATE _____