



Late Arrival/Missed Appointment Policy

Due to the busy nature of our practice, a scheduled appointment means that time is reserved only for you. Lost time due to Late Arrival/Missed Appointments ultimately affects your treatment. Furthermore, appointments are in high demand, and your early cancellation will give another patient the opportunity to have timely care.

We appreciate your understanding of our effort to better serve our patients through an enforced Late Arrival/Missed Appointment Policy. By signing below, you indicate that you have read and understand the Late Arrival/Missed Appointment Policy and agree to the terms and fees described below.

Cancellation Policy

We understand that sometimes it is necessary to reschedule appointments. **If you need to cancel or reschedule an appointment, please call 906-273-2777 at least 24 hours in advance of your scheduled time.** If you do not reach the office staff, please leave a detailed message on our voice mail 24 hours per day. We will return your call to reschedule as soon as possible on the next business day.

Late Arrival/Missed Appointment Policy

If I arrive late for an appointment, I understand that I may not be able to be treated and may need to reschedule my appointment in accordance with the Missed Appointment terms below.

I understand that if I miss a scheduled appointment or cancel less than 24 hours in advance:

- On the first occurrence, I will be reminded of the Cancellation Policy.
- On the second occurrence, I will receive written notification from Wautier Wellness of my Late Arrival/Missed Appointment and a \$15 fee will be billed to my account. The \$15 fee must be paid prior to scheduling a new appointment.
- On the third and subsequent occurrences, I will receive written notification from Wautier Wellness of my Late Arrival/Missed Appointment and a \$25 fee will be billed to my account. The \$25 fee must be paid prior to scheduling a new appointment.
- Wautier Wellness may terminate services due to non-compliance of the Late Arrival/Missed Appointment Policy if I regularly arrive late and/or miss appointments. Wautier Wellness will send written notification of termination of services due to non-compliance.

Please note that we understand that there may be unexpected occurrences that reasonably prevent cancelling an appointment at least 24 hours in advance. Such cancellations may not be considered a Late Arrival/Missed Appointment and will be evaluated on an individual basis. Please notify Wautier Wellness if you are unable to attend an appointment for any reason.

Patient Printed Name _____

Patient/Guardian Signature _____ Date _____