

PHA's Cancellation/No Show Policy

Arriving Late

We understand that delays can happen, however we must try to keep the other patients and providers on time. If a patient arrives past their scheduled time, we will have to reschedule the appointment.

Medical Visit Cancellations & No Shows

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family.

However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel an appointment and we are unable to schedule you for a visit, due to a seemingly "full" appointment book. Please also keep in mind that we spend a substantial amount of time preparing for your appointments.

For appointment cancellations, we require at least 24 hour's advanced notice for established patients and 48 hour's advanced notice for new patients.

After 3 no-show appointments you may be dismissed from the practice.

HolisticHealth Services: Coaching Sessions and Classes

Non-refundable payment is due at time of scheduling. Payments for services cancelled with notice of 24 hours or more will be retained as a credit. Cancellations with less than 24-hour notice will result in a forfeiture of payment.

Surgery Late Cancellation/No Show Policy

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office. We require at least 10 day's advanced notice for surgery cancellations.

Account Balances

We require patients with self-pay balances to pay their account balances to zero (0) prior to receiving further services by our practice. Patients who have questions about their bills or who would like to discuss a payment plan option may call to review their account and concerns. Patients with balances over \$100 must make payment arrangements prior to scheduling future appointments.