



# EVERGREEN SPINE & SPORTS MEDICINE

## **Important Notice for All Patients**

### **Massage Cancellations & Missed Appointments Policy**

**We want to thank you for choosing us as your health care provider. In order to give you and all our patients, the best possible care, we request that you review our policy regarding missed massage appointments.**

**If you are unable to keep your scheduled appointment time, we request that you provide advance notice of the cancellation at least 24 hours before your scheduled appointment. This will enable us to offer your canceled time to other patients. If a cancellation has not been made prior to this time, the session is a loss for someone else wishing to use that therapy time or for the therapist. Therefore these late cancellations will be billed as a missed appointment.**

**Remember this fee is NOT billable or payable by insurance, so any such charge will solely be the client's responsibility.**

**A fee of \$35 will be charged for any missed massage appointments or massage appointments canceled with less than 24 hour notice. This fee will appear on your statement.**

**We understand that emergencies do occur and will attempt to make reasonable accommodations for that. If your missed appointment was due to circumstances beyond your control, contact the office to discuss those circumstances. If the appointment can be made up within the week of the missed appointment the \$35.00 fee will be waived.**

**We appreciate all of our patients and it is not our intent to offend anyone. With your compliance, we will be more able to keep our schedule "on time", accommodate any emergencies and help patients on our waiting list We thank you for your understanding in this matter.**

**I have read and understand the policy stated above:**

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**Signed**

**Dated**