



Cancellation and Missed Appointment Policy

We have developed this Cancellation and Missed Appointment Policy so that you are fully informed of what happens when you cancel your appointment **with less than 24 hours notice** (a late cancellation) or if you miss your scheduled appointment.

Reasons for Dr. Bowen's cancellation policy include:

- Each scheduled patient, whether for a consultation, treatment or follow-up, is an exclusive reservation of Dr. Bowen's and other staff members' time.
- We do not "double book" appointments or keep a waiting list to fill appointments for when/if a patient no-shows or cancels an appointment with insufficient notice.
- When a patient no-shows or cancels without giving us enough notice, we are unable to reallocate that time to care for another patient.
- For each patient appointment on our schedule, we have often turned away other patients.
- When you schedule a treatment appointment, we must do many things prior to that appointment, for example, order the medical supplies necessary for your procedure, staff for the procedure, sterilize instruments, etc., all at a cost to the office.

We understand that there are many circumstances that may arise that are both unforeseen and beyond your control. We are unable, however, to adjudicate what constitutes an unavoidable late cancellation or miss, as we encounter **all variety of reasons** for late canceling/missing appointments. We are also unable, as a small business, to absorb the costs associated with late cancellations and missed appointments.

Therefore, **to be fair to all patients and to the practice**, we have adopted a uniform approach, namely, charging for a late cancellation or missed appointment irrespective of reason(s) given.

By signing your initials below, you verify that you have been informed of the fees associated with Missed and Late Cancelled appointments in Dr. Bowen's practice and you furthermore agree to our charging your credit card on file as follows:

- The fee for late cancellation or missing a regular follow up appointment, TrimYou check appointment or a Consultation appointment is a minimum of \$125.
- The fee for a late cancellation or a miss of a scheduled treatment appointment is 50% of the scheduled treatment's fee or **a minimum of \$250**, whichever is less.

We understand that this policy may not "jibe" or sit well with all prospective patients. We do ask, with regret but no hard feelings, that you do not join our practice if you are not in agreement with this/our business policy.

We kindly request that you let us know, no later than the day before your appointment, if you need to cancel or reschedule your appointment. To cancel a Monday appointment, please leave a message on the office answering machine over the weekend. The answering machine will time/date stamp your call to verify that you have provided sufficient notice.