

Clinic Policies

(Please Read)

To provide the highest quality of care and ensure fair access for all of our patients, our clinic has established the following policies regarding appointment cancellations and missed-visits:

Cancellation Policy

- Please notify the clinic **at least 24 hours in advance** when canceling or rescheduling an appointment.
- **Cancellations made less than 24 hours before the scheduled appointment time may result in a \$50 office charge, which is not billable to insurance.** This charge helps offset lost appointment availability.

No Show Policy

- A “no-show” is defined as a missed appointment without any prior notification. **Three or more no-show appointments can result in discharge** from the provider’s care.

Late Appointments

- **After 10 minutes all appointments are automatically marked as late and will need to be rescheduled, 5 minutes if it is a Nail Care appointment.** These times are half of the way through your appointment. In order to continue to see our patients on time for the remainder of the day and to maintain balance to our schedule we have to reschedule your appointment, please be understanding. We do understand how inconvenient it is for you to have traveled the distance some of you do. **If you know you are going to be 10 or more minutes late or 5 if you are a nail patient, please call reception and reschedule.**

Though we encourage our patients to contact us promptly if an emergency or unforeseen event prevents attendance, we understand that sometimes life happens and it is not always an option. No-shows and last minute reschedules are always dealt with at the provider's discretion.

If you believe you were marked as a no-show in error, please contact our front desk.

Patient Conduct

- We do not tolerate violent or aggressive behavior toward our staff or other people in our clinic. Anyone behaving in a way that Dr. Brown or any of his staff feel is aggressive or inappropriate, either physically or verbally, will be asked to leave the premises and will not be allowed to return. **There is no exception to this.**
- Patients are asked to please not wear heavy perfumes or colognes as many of our patients and staff have allergies and asthma. **This includes essential oils.** We appreciate your understanding.

Thank you for respecting our time and commitment to patient care. Your cooperation helps us serve you and other patients more effectively.

I have read and understand the clinic policies.

Patient Signature

Date

Legal Guardian

Date