



Premier Wellness Healthcare  
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## Appointments and Scheduling Policy

It is the policy of the practice to monitor and manage late arrivals, late cancellations, and no-shows. Premier Wellness Healthcare's goal is to provide excellent care to each patient in a timely manner. Please be on time for your appointment. We will do our best to see you at the appointed time and/or advise you of any delays. If it is necessary to cancel an appointment, patients are required to cancel via the patient portal, call, text, email, or leave a message **at least 24 hours** prior to the appointment, so that we may put someone else who needs to be seen in your place.

### *Late Arrival, Late Cancellation, and No-Show Policy*

#### Definitions:

**LATE ARRIVAL** is defined as any patient who arrives more than 15 minutes late to their scheduled appointment, with or without informing the provider.

**LATE CANCELLATION** is defined as any patient who cancels an appointment with less than 24 hours notice.

**NO SHOW** is defined as any patient who fails to arrive for a scheduled appointment.

#### *Fee*

We reserve the right to charge for late arrival, late cancellation, and no-shows. Our fee is \$50. These charges will be your responsibility and will be billed directly to you. Payment for missed appointments is expected before your next visit.

#### *Procedure*

In the event a patient arrives late as defined by "late arrival" to their appointment and cannot be seen by their provider on the same day, they will be rescheduled for a future visit.

In the event a patient has incurred two (2) documented late cancellations or no-shows and has a standing appointment with their provider, all future appointments will be canceled, and the patient will need to contact Premier Wellness Healthcare to schedule another appointment.

In the event a patient has incurred three (3) documented late cancellations or no-shows, the patient may be dismissed from Premier Wellness Healthcare and provided referrals to other mental health providers in the area.