

**APPOINTMENT  
NO SHOW, CANCELLATION AND RESCHEDULE  
POLICY**

OneMedicine Wellness Services is a time intensive patient-centered practice. In an effort to provide the highest quality of health care to the patient, we construct our schedule so that our providers spend undivided attention with you. As a result patients sometimes have appointments further in the future than they might like. All of our appointments are in high demand. We ask you to be understanding of these intentions which give you the ability to fully express your story to us during your appointment time and have set the following guidelines to help us achieve this high standard of care.

- 1. Cancellations and reschedules require a 48-hours notice. The 48-hours include business days only, and exclude weekends, so that a Monday appointment needs to be cancelled by Thursday. We reserve the right to retain payment if it is not canceled or rescheduled within 48-hours.**
2. Failure to notify OneMedicine Wellness Services that you are unable to keep an appointment will be considered a “no show” and full payment will be required.
3. Lateness policy: Should you arrive more than 15 minutes late for an appointment your appointment may need to be rescheduled depending on the length of the scheduled appointment. Since your appointment time has been confirmed you will be charged for the entire time. If possible your physician or provider will make every attempt to accommodate your late arrival depending on his/her schedule.
4. Payments are to be made at the time of your appointment. We will provide you with a detailed bill for your records and insurance carrier.

**By signing below, you accept the terms of our cancellation/reschedule policy.**

Patient Signature: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Your Appointment Is Scheduled

For: \_\_\_\_\_

**Please refax, or mail this document back to our office within 48 hours of your scheduled appointment time so your appointment can be confirmed.**

**Fax 203-403-6400**