



INFUZE and O2 Bar

Missed Appointment and Cancellation Policy

Missed Appointment Policy

Our goal is to provide quality individualized care in a timely manner. No shows, late shows and cancellations inconvenience those individuals who want access to our schedule. In an effort to reduce the number of such occurrences the following policy has been placed into effect as of August 1, 2019.

Cancellation of an Appointment

In order to be respectful of the needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another person access to timely care.

How to Cancel Your Appointment

To cancel your appointment, please contact 505-459-3143. If you do not reach us, you may leave a detailed message on the voice mail or send a text. If you would like to reschedule your appointment, please leave your name and phone number and we will return your call.

Late Cancellations: A cancellation is considered to be late when the appointment is cancelled without a 24 hour advance notice.

No Show Policy: A "no show" is a patient who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded into the persons chart as a "no-show". This includes arriving 15 minutes after your scheduled appointment.

1st occurrence there is a "no-show", late cancellation, or cancellation without a reasonable excuse there will be no charge to the patient.

2nd occurrence there is a \$25.00 fee, which will be expected to be paid upon the next scheduled visit.

3rd occurrence will be the fee of the visit missed and the person may be discharged from the practice.

I have read the above statement, or it has been read to me, and I fully understand its importance. All questions have been answered to my satisfaction.

Patient/Guardian Signature: _____

Date: _____