

# Revive Total Health & Wellness Clinic

## Cancellation & No-Show Policy

At Revive Total Health & Wellness Clinic, appointment times are reserved specifically for each patient. To provide timely care and maintain appointment availability, we ask that patients review the following policy.

### Appointment Cancellations

Patients must provide at least 24 hours' notice to cancel or reschedule an appointment.

Appointments canceled with less than 24 hours' notice may be charged a late cancellation fee equal to 50% of the scheduled visit fee.

Repeated late cancellations may result in interruption or termination of services.

### No-Show Appointments

A no-show occurs when a patient:

- Fails to attend a scheduled appointment without notice
- Fails to join a telemedicine appointment within 10 minutes of the scheduled start time
- Fails to respond to provider communication attempts during the scheduled appointment time

No-show appointments may be charged the full scheduled visit fee.

Repeated no-shows may result in dismissal from the practice or membership program.

### Telemedicine Appointments

Patients are responsible for ensuring they have:

- Reliable internet access
- A functioning device capable of supporting telemedicine visits
- Availability during the scheduled appointment time

Failure to join the telemedicine visit within the designated appointment window may be considered a missed appointment.

### Membership Patients

Membership fees do not guarantee unlimited appointment rescheduling or waived cancellation fees.

Missed appointments do not extend membership periods or create credits toward future billing cycles.

Failure to attend recommended follow-up appointments may affect ongoing treatment plans, medication refills, and continuity of care.

## **Emergencies and Exceptions**

Revive Total Health & Wellness Clinic understands that emergencies and unforeseen circumstances may occur.

Cancellation and no-show fees may be waived at the sole discretion of the practice in cases of documented emergencies or other circumstances deemed appropriate by the provider.

## **Questions**

Questions regarding this policy may be directed to Revive Total Health & Wellness Clinic prior to scheduling services.

Revive Total Health & Wellness Clinic

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