

## **Cancellation Policy**

*We understand* when things come up and are happy to reschedule your Appointment. However, we hope you understand that *Late Notice* and *Missed Appointments* do *not* allow us the ability to fill that Appointment time and patients on our waiting list miss the opportunity to receive needed care.

**We Require At Least 12 Hours Prior Notice**

**To Reschedule or Cancel Appointments**

**Call 507-451-7580 or Text 507-431-0402\***

### **CANCELLATION & RESCHEDULE POLICY – Patient Will Incur Fees**

- **Cancelled & Rescheduled Appointments with Less than 12 hours' notice:**
  - **Appointments with Doctor: \$50 Fee**
    - All Exam and Therapy Appointments (including Chiropractic, Acupuncture, Radiology, CDL/DOT Physicals, Nasal Cranial, Nutritional, and Sports Physicals)
  - **Appointments with Massage Therapist: Full Price**
    - Future Massage Appointments: Pre-Pay is required when scheduling the Appointment

### **MISSED APPOINTMENT POLICY – Patient Will Incur Fees**

- **Missed Appointments with no communication received from patient:**
  - **Appointments with Doctor: \$50 Fee**
    - All Appointment Types
  - **Appointments with Massage Therapist: Full Price**
    - Future Massage Appointments: Pre-Pay is required when scheduling the Appointment

### **CREDIT CARD REQUIRED TO HOLD APPOINTMENT**

- Patients are required to provide a credit card to hold their Appointment. The credit card information will be entered into our secure and encrypted credit card system.

\*Text Messages will only go through IF you have previously received a text message to your cell phone # from the Clinic Text # 507-431-0402. Voice Mail is available by calling 507-451-7580.