



# FUSION MEDICAL SPA & WELLNESS

## **CANCELLATION, RESCHEDULE AND MISSED/NO SHOW POLICY**

### **THIS POLICY IS EFFECTIVE AS OF THE DATE SIGNED BY PATIENT AND DOES NOT HAVE AN EXPIRATION DATE**

We understand that special unavoidable circumstances (Death, Hospital) may cause you to cancel after the 48-Business hour window. Fees in this instance may be waived with management approval.

We understand that situations arise in which you must cancel or need to reschedule your appointment. Appointments are in high demand, and your early cancellation will allow another client access to timely care.

### **SECTION ONE: Standard Appointment Cancellation Policy**

\_\_\_\_ **INITIALS:** **48 BUSINESS HOURS NOTICE:**

Is required if you must cancel or reschedule your appointment in order to avoid a \$100 Missed or No Show/Cancelled/Rescheduled Appointment Charge.

If you subsequently schedule and complete a procedure (this does not apply to office visits or products), you will receive a negative adjustment of a percentage of the cancellation fee.

### **SECTION TWO: Surgery/Procedure Cancellation Policy**

\_\_\_\_ **INITIALS:** **8-14 BUSINESS DAYS PRIOR TO SCHEDULED PROCEDURE:**

\$1000 if procedure cost is greater than \$1000 or 25% and any restocking fees for medical supplies and/or products will be charged.

\_\_\_\_ **INITIALS:** **2-7 BUSINESS DAYS PRIOR TO SCHEDULED PROCEDURE:**

\$1500 if procedure exceeds \$1500 or 35% and any restocking fees for medical supplies and/or products will be charged.

\_\_\_\_ **INITIALS:** **WITHIN 48 BUSINESS HOURS OF THE SCHEDULED PROCEDURE:**

50% of the surgery/procedure price and restocking fees for medical supplies and/or products will be charged.

If you subsequently elect to reschedule and complete your procedure, you will be credited back with 50% of the cancellation fee, less any restocking fees for medical supplies and products will be charged.

*I have read, understand, and agree to the terms and conditions of this Cancellation, Reschedule and Missed/No show policy from Fusion Medical Spa.*

\_\_\_\_\_  
Printed Client Name

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Date of Signature

**SEE REVERSE FOR ADDITIONAL INFORMATION**

Updated 06-05-22

Our practice firmly believes that a good physician/client relationship is based upon mutual understanding and good communication.

#### **Standard Appointment Confirmation and No-Show Policy – Additional Information**

Providing 48 BUSINESS HOURS NOTICE will enable another client who is waiting for an appointment to be scheduled in that appointment slot. When cancellations are made with less than 48 Business hours prior notice, we are unable to offer that slot to other people.

As a courtesy you will receive a text/call at 48 Business hours to remind you of your scheduled appointment. **If you do not confirm your appointment 48 BUSINESS hours prior to the appointment time you will lose any deposit you made, and the appointment will be offered to another client.**

#### **Surgery/Procedure Cancellation Policy – Additional Information**

Scheduling of your surgery or procedure requires a coordinated effort by multiple people, beginning with your doctor and including his nursing and administration staff. Evaluation at Fusion Medical Spa by administrative, nursing, and anesthesia staff is also a time consuming and expensive period. The appropriate equipment for your surgery or procedure must be ordered and made available for the time of your surgery/procedure. A tremendous amount of work takes place in preparation for your procedure.

Patients are often asked to wait several months for their procedures because of the large volume of patients treated. Many of these patients would like to have their procedures moved to a closer date if possible.