

## Vitality Health & Wellness Cancellation Policy

As you already know, Vitality Health and Wellness has a 24 hour cancellation policy. This policy is explained to each patient when they first join the practice and is detailed on the paperwork patient registration and credit card authorization forms. As a reminder:

- If you cancel with less than 24 hours notice for a consultation with Dr. Levinson you will be charged the full amount of the scheduled appointment time.
- If you cancel with less than 24 hours notice for an appointment with our nutritionist you will be charged the full amount of the scheduled appointment time.
- If you cancel an appointment with our nurse with less than 24 hours notice, you will be charged \$50. Additionally, if you do not call to cancel before our nurse has already mixed your medications you will be charged for the cost of that medicine.
- If you cancel an appointment for Hyperbaric Oxygen Treatment (HBOT) with less than 24 hours notice there is a \$50 cancellation fee.

To avoid any misunderstandings or bad feelings, Vitality Health & Wellness gives out a cancellation code if you need to cancel, not reschedule, an appointment. This code is for your protection in case we make a mistake. It allows you to “prove” that you did call and cancel with notice. Appointments need to be cancelled during business hours – for example, if you have a Monday morning appt at 10am it would need to be cancelled before 10am on Friday morning.

Dr. Levinson has a waiting list of patients eager to see him and we have requests for more times with our nurse than we often have times available. If you have a scheduling conflict, please let the office know as soon as possible, so that we can offer your spot to someone who needs it.

Thank you

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Print Name of Patient

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Signature of Patient/Parent/Guardian

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Printed Name if different from Patient

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Date