

Frontier Health and Wellness, LLC
Late Cancellation/Missed Appointment Policy

At Frontier Health and Wellness, LLC (FHW) we enforce a strict Late-Cancellation/Missed Appointment Policy

Missed Appointment (MA): Any appointment where the patient arrives 10+ minutes late to their scheduled appointment or misses their appointment without providing notification to FHW.

Late Cancellation (LC): The cancellation or rescheduling of a scheduled appointment less than 2 full Business Days prior to their scheduled appointment date and time.

Examples

Scheduled Appointment: 10:30am Monday

Cancellation Window: 10:30am the Thursday prior

Scheduled Appointment: 3:30pm Tuesday

Cancellation Window: 3:30pm the Friday prior

Policy Guidelines

1st and 2nd Intake Appointments

Prior to scheduling the first intake appointment each patient will be charged a \$100 deposit. This deposit will be used towards the patient's deductible, Co-Pay and Co-Insurance payments for the Intake Assessment and future follow-up appointments. If the patient has a LC/MA, to their 1st or 2nd Intake Appointment, the \$100 deposit will be used as a penalty fee.

Prior to rescheduling the LC/MA, the patient will be charged a deposit of \$200 dollars. This deposit goes towards the patient's deductible, Co-Pay and Co-Insurance payments for the Intake Assessment and future follow-up appointments. In the event of a second LC/MA the \$200 deposit will be used as a penalty fee, all appointments will be canceled, **and** the patient will no longer be eligible for services at FHW.

Regularly Scheduled Appointments

All Occurrences (LC/MA) are tracked and accrue throughout a rotating calendar year. Each Occurrence accrues a higher penalty which may lead to attendance probation and/or dismissal from FHW entirely.

- **1st Occurrence:** No Charge
 - We are aware that on rare occasions there are circumstances that are outside of everyone's control, which is why we allow for one occurrence free of charge.
- **2nd Occurrence:** Penalty - \$100 charge
- **3rd Occurrence:** Penalty - \$150 charge and attendance probation.
 - **Attendance Probation:** The patient is required to attend their next **4 scheduled appointments** without infraction, or they may face dismissal from the clinic.
- **4th Occurrence:** Penalty - \$200 Charge and dismissal from the FHW Clinic.

Appointment Reminder Calls/Texts/Emails

Confirmation/Reminder calls, emails and or text messages are a courtesy that FHW may provide on behalf of its Contracted Providers. The absence of a confirmation/reminder call, email and/or text does not invalidate the Late Cancellation/Missed Appointment Policy.

Acknowledgment

I have read the above Late Cancellation/Missed Appointment Policy from Frontier Health and Wellness on behalf of its Contracted Providers. I understand and accept all the terms set forth above. All my questions and concerns have been answered and addressed by FHW Staff or my Provider prior to signing and submitting this document.

Patient Name

Patient DOB

Date

Patient/Guardian Signature

Guardian Name (If applicable)