**Cancellation Policy/No Show Policy For Silverlining Health and Wellness**

1. **Cancellation/ No Show Policy for Appointment**: We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.
   1. **Appointment Non- Compliant Tracking:** No shows and cancellations are monitored and tracked for frequency for identification of potential lack of health commitment or non-compliant behavior. A “No Show/ Late Cancellation” is defined as missing an appointment without 48 hours of prior to the scheduled time.
      1. **First No show/ late cancellation:** First follow-up missed appointment or non-cancelled appointment will result in a $50.00 charge, which will not be covered by your insurance. This fee is charge is in addition to any others you may have incurred.
      2. **Second No show/ late cancellation:** Two (2) or more missed follow-up appointment or non-cancelled appointment will result in a $150.00 charge, which will not be covered by your insurance. This fee is charge is in addition to any others you may have incurred.
   2. **Termination of Physician-** **Patient Relationship:** MissedInitial Evaluation appointment or Two (2) missed follow-up appointments may result in termination of your treatment at Silverlining Health and Wellness. If the Physician-Patient Relation is terminated, your physician may offer 30 days of emergent care only to allow you find a new physician.
2. **Scheduled Appointments** We understand that delays can happen however we must try to keep the other patients and doctors on time. If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.

Your signature acknowledges your notification of the Appointment, Cancellations and No-show expectations and fees associated with these policies including the opportunity to ask any questions about the information.:

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