



Appointment Attendance Policy

The following information is included in the Financial Policy document that you received and agreed to upon intake at Omaha Integrative Care. For easy reference, we want to highlight these points to ensure that you are fully informed and not surprised if/when you experience one of the following situations:

If you ...	we reserve the right to ...
cancel more than 24 hours prior	no charge
Late Cancel less than 24 hours prior	charge \$100 fee*
arrive more than 15 minutes late	reschedule your appointment & charge \$100 Late Cancel fee*
No Show	charge \$125 fee
incur more than 2 Late Cancels and/or more than 1 No Show within a 12-month period	discharge you from our care & refer you to services outside of OIC

**In rare instances, a provider may be able to reschedule an appointment within the same week and thus waive the Late Cancel fee. However, schedules are often full and typically will not be able to accommodate this.*

As a patient, you may be wondering ...

Why is this necessary?

It is necessary for us to make appointments in order to see our patients as efficiently as possible. No-shows and late-cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows and late-cancellations delay the delivery of essential healthcare to other patients.

What if I have an emergency or have to cancel for reasons beyond my control?

We understand that much of life is outside of our control and we cannot always predict when we will need to cancel. We encourage you to discuss cancellations and scheduling needs directly with your provider. Together, you may be able to develop a plan that honors your needs as a patient, your provider's needs as a professional, and OIC's policies as a healthcare facility.

If you have further questions or concerns regarding these policies, **please discuss them with your provider.** Because your provider has a direct relationship with you and knowledge of your unique circumstances, they will be better equipped than anyone else at OIC to answer questions and develop a plan centered on you