



PATIENT'S CANCELLATION POLICY

This policy is made for you so that we will always be able to provide you both a suited time slot and an excellent care for you and your family.

At PHHC Osteopathic Center, we praise empathy and we perfectly understand the hazards of life. One day or another, we all need to postpone our engagements due to various priorities or unforeseen situations.

So, it is totally normal to cancel your appointment as long as we are **aware of it in advance**.

Not only will this help us in providing you another suited timeslot but also in reallocating your slot to another patient in need. It is also a mark of:

- ☐ Respect toward other patients
- ☐ Respect of practitioners time and expertise

Of course, with the increasing stress in our every day's life, everyone also forgets.

We will always help you remembering and **we will always try to contact you to confirm** your appointment schedule either by:

- ☐ Sending an email,
- ☐ Sending a SMS or a WhatsApp Message,
- ☐ Giving a phone call.

You hereby acknowledge that:

- ☐ **All Cancellations should be made 12h prior to your booking,**
- ☐ **You may loses your benefits** upon repeated no show / not cancelling

So ... What if you don't cancel and still miss out your appointment?

That is what we call a "No show". That's when you didn't show up at your appointment or were unreachable / no replying to our reminders.

The first "no show" is always accepted as things happen... However, if this keeps on occurring, it will have the following consequences :

- ☐ 2 No shows = Loss of your patients benefits for you next session
- ☐ 3 No Shows = Permanent loss of your benefits
- ☐ 4+ No show = PHHC will automatically put you on waiting list

If you have any questions regarding this policy, please let our angels know, and they will be happy to clarify the policy for you. We look forward to being a continued part of your wellness.

I have read and understood the Cancellation Policy of Physical Health and Healing Center, and I agree to be bound by its terms.

Name :

Date :

Signature