

Cancellation And No Show Policy

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment you provide more than 24 hours notice. This will enable for another person who is waiting for an appointment to be scheduled in that appointment slot.

With cancellations made less than 24 hours notice, we are unable to offer that slot to other people. Office appointments which are cancelled with less than 24 hours notification may be subject to a \$40 cancellation fee. Therapies at VitalShip include custom formulations which are not able to be used for other patients.

As such, procedure cancellations may be subject to a cancellation fee reflective of the cost of supplies for the procedure in addition to the \$40 cancellation fee if supplies have already been prepared. Procedures include IV therapy, injections such as B12 shots and biopuncture, Coolsculpting, etc.

Patients who do not show up for their appointment without a call to cancel an office appointment or procedure appointment will be considered as NO SHOW. Patients who No-Show two (2) or more times in a 12 month period, may be denied any future appointments without prepayment. Patients may also be subject to a \$40.00 fee for office appointment No Show and procedure No Show fee.

The Cancellation and No Show fees are the sole responsibility of the patient and must be paid in full before the patient's next appointment. We understand that Special unavoidable circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived but only with management approval.

Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no show fees should be directed to our office staff at 480-526-4147.