

No-Show and Late Cancellation Policy

Dear Patient,

This letter outlines our policy for no-shows and late cancellations to ensure we can provide the best possible service to all our clients. We understand that unforeseen circumstances can arise, and we are happy to work with you when possible.

Cancellation and Rescheduling

- We require at least **24 hours' notice** for any cancellation or rescheduling.
- To cancel or reschedule, please contact us by phone at 321-724-2229, email at info@hibiscuswc.com or through your patient portal account.

Fees

- **Late Cancellation:** Cancellations made less than 24 hours before your appointment are subject to a late cancellation fee of \$25.00.
- **No-Show:** If you miss a scheduled appointment without any prior notice, you will be charged a fee of \$50.00.
- **Late Arrival:** If you are more than 15 minutes late, your appointment may need to be rescheduled and/or incur an additional \$15.00 fee.

Exceptions and Repeated Violations

- We recognize that emergencies may occur. Please notify us promptly if you must cancel late so the situation can be reviewed on a case-by-case basis.
- After three no-shows or late cancellations in a year, a deposit or prepayment may be required for future visits, and continued occurrences may result in dismissal from the practice.

How Fees are Collected

- Fees will be charged to the card on file or invoiced to you, depending on your agreement.
- The appointment that was missed or canceled late will not be rescheduled until the fee is paid in full.

We appreciate your understanding and cooperation with this policy.

Hibiscus Women's Center