



Missed Appointment and No-show Policy

Cancellation of Appointment:

In order to be respectful of the medical needs of other patients, please be courteous and call Your Health and Wellness promptly if you are unable to attend your appointment. Our phones are answered 8:00am-5:00pm daily, voicemails are checked first thing in the morning. If it is necessary to cancel your scheduled appointment, we ask that you call 24 hours in advance, and calling early at 8:00am is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel your Appointment

To cancel your appointment, please call 405-730-6990. Our phones are answered 8:00am-5:00pm daily, voicemails are checked first thing in the morning. If you reach our voicemail, please leave a detailed message when you would like to reschedule your appointment. Please be sure to leave us your phone number and we will return your call as soon as possible.

No Show Policy

A “no-show” is considered as a missed appointment that has not been cancelled in an adequate manner; a “no-show” will also be documented for any patient that is more than 15 minutes late to the scheduled appointment. “No-Show” are determined upon an individual case basis. “No-Show” inconveniences those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the chart as a “no-show”.

1st “No-Show” – a \$25.00 per patient “no-show” fee will be charged as well as a letter will be mailed.

2nd “No-Show” – The patient will receive a letter informing them that they have now missed two appointments without notifying the office and a \$25.00 per patient fee will be charged to the account.

3rd “No-Show” – The patient will receive a letter informing them that they now have missed three appointments without notifying the office and a \$25.00 per patient fee will be charged to the account. They will no longer be able to have scheduled appointments with YOUR HEALTH AND WELLNESS for a minimum of one year from the date of last missed appointment.

Signature of Parent/Guardian

Date