

## **Clinic Policies**

### **Appointment Guidelines**

If this is your first time visiting our clinic, please be sure to arrive 10 -15 minutes before your scheduled appointment to allow time to complete necessary documentation.

### **Cancellations**

In order to decrease waiting times and as a courtesy to your fellow patients, we maintain a strict *No Show/Cancellation Policy* for all our patients. If you are unable to attend your appointment, please let us know as soon as possible; this allows for us to offer the appointment time to someone else.

### **Appointments scheduled with Dr. Brent Howley**

Please be advised, missed appointments (“no-show”) or failing to provide 24 hours’ notice of cancellation results in the forfeiting of your consultation fee. No future appointments will be booked prior to receiving additional consultation fee. If you have been referred by a Physician, your referral will be returned.

### **Appointments with Nurse Injector**

Please be advised, missed appointments (“no-show”) or failing to provide 24 hours’ notice of cancellation results in the forfeiting of your consultation fee. No future appointments will be booked prior to receiving additional consultation fee. Pre-existing clients, if you fail to abide by our No Show/Cancellation policy, please know, you will be subject to a \$50.00 fee for missed appointment or failing to provide 24 hours notice. This fee will be obtained prior to scheduling future appointments.

### **Late Appointments**

We ask for you, to respect your scheduled appointment time as we do not wish to keep anyone waiting and operate on a set schedule. Our office offers designated time for each patient. If you are more than 5-10 minutes late, we may not be able to treat you. Some late arrivals may be charged a \$50.00 cancellation fee.

### **Children**

We love kids (we have some of our own!) but unfortunately, we are unable to accommodate or take care of your children, during your visit. Due to safety concerns, we do not permit young children, in our waiting room without supervision. Children are not to be the treatment room with you. We care about your consultation/treatment and want to ensure that you receive the best possible service without distraction. Please take this time to arrange for childcare and enjoy some quality YOU time.

### **Please Understand...**

On occasion, and due to unforeseen scheduling circumstances, Dr. Howley’s office may have no choice but to reschedule your previously booked appointment(s). Please be assured that on such occasions we have exhausted all other options. We will do our very best to accommodate your needs at our earliest availability.