



In an effort to provide all of our patients with quality care in a timely manner Stonebridge Chiropractic has updated its appointment policies. As a courtesy to other clients, and all of our doctors and providers, we ask that you read and understand our appointment policies.

BOOKING NEW PATIENTS POLICY

New patients may be required to provide a credit card number upon booking their initial visit to hold their scheduled appointment time. This credit card info will be held in the patients confidential file until the initial appointment has been completed at which time it will be removed.

MISSED APPOINTMENT/LATE CANCELLATION POLICY

Patients who fail to show for a scheduled appointment or failure to notify our office of cancellation within 3 hours of their appointment time will be charged at the rate of the scheduled visit, billed directly to them, and payable prior to their next visit. We will send a statement notifying the patient immediately of the missed appointment charge. SGI, FHB, WCB and other insurances do not cover the cost of a missed appointment.

All remaining appointments will be cancelled and patients will not be rescheduled until the fee has been paid in full or payment arrangements are made. If no shows continue to happen the patient may be required to prepay for future appointments.

REBOOKING NEW PATIENTS FOLLOWING A MISSED INITIAL APPOINTMENT

The above policy also applies to new patients. New patients who have rescheduled following a missed appointment will be required to prepay for the rescheduled visit.

LATE ARRIVALS

Our staff will do their best to accommodate patients if they are running late, though it is not always possible. Our priority in these cases is to keep the doctor/therapist on schedule for patients who have arrived on time for their appointments. Late patients are still responsible for full payment of the scheduled appointment.

RECEIPTS FOR MISSED APPOINTMENTS

Missed appointment fees will be charged directly to patients. SGI, FHB, WCB and other insurances do not cover the cost of a missed appointment. It is insurance fraud to claim a receipt for a service that was never actually performed. For this reason we cannot provide patients with a computer receipt for missed appointment. We can provide the debit receipt and statement with the payment. We can also provide a letter that states the balance is paid in full for the missed appointment.

Please help us serve you better by keeping scheduled appointments. Thank You.