Synergy
Advanced Healthcare LLC

CANCELLATION, NO-SHOW & LATE ARRIVAL POLICY

SYNERGY ADVANCED HEALTHCARE LLC

We never double-book, so every appointment time is reserved just for you. When an appointment is missed, that time cannot be offered to another patient.

1 NO-SHOWS

- An established patient who does not show, or who cancels or reschedules with less than **1 business day's** notice, is considered a No-Show.
- A new patient who does not show for their initial visit may not be rescheduled.

2 LATE CANCELLATIONS

- An established patient who cancels or reschedules with less than **2 business days'** notice is considered a Late Cancellation.
- No-shows and same-day cancellations are subject to the **$50** fee described in our Payment, Insurance & Scheduling Policy.
- Repeated no-shows or late cancellations may lead to discharge: **2** in any rolling 2-month period, or **3** in any rolling 3-month period.

3 LATE ARRIVALS

- Arriving late to any appointment, including telemedicine, may result in rescheduling. The practice does not offer a grace period.

4 REMINDERS & CONFIRMATION

- As a courtesy, reminders are sent by automated text and/or email, based on your communication preferences.
- If your appointment is still unconfirmed, we will attempt a call or text at least 2 business days before it.
- Appointments not confirmed within 2 business days of the scheduled time are subject to cancellation.

Emergencies happen. If you have extenuating circumstances, please contact us as soon as possible. Call or text (860) 618-7575 during office hours: Monday 9:30 AM–1:00 PM & 3:00–6:00 PM, Tuesday & Thursday 9:30 AM–1:00 PM, Wednesday 3:00–6:00 PM. After hours, leave a voicemail or send a text.

SYNERGY ADVANCED HEALTHCARE LLC
16 Bird St, Suite 4, Torrington, CT 06790 · Phone (860) 618-7575 · Fax (860) 618-7576
info@SynergyHealthCT.com · www.SynergyHealthCT.com