



No Show / Late Cancellation Policy

At Vori Health, our goal is to provide quality treatment and care in a timely manner to all our patients. We schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. We have implemented a cancellation and "no show" policy which enables us to better utilize available appointments for our patients in need of care. The following policy is regarding patients who fail to keep their scheduled appointments. This is effective immediately.

Please be courteous and call our office promptly if you are unable to attend an appointment. Available appointments are in high demand, and your early cancellation will give another person the opportunity to have access to timely care.

A "no-show" is missing a scheduled appointment. A "late-cancellation" is canceling an appointment without calling us to cancel 24 hours of an appointment. We understand that situations such as medical emergencies occasionally arise. These situations will be considered on a case-by-case basis, and a one-time exception may be granted.

A charge of \$50.00 may be assessed for each no-show appointment and \$25.00 for each late cancellation appointment if less than 24 hours' notice is given. Please understand that "no show and cancellation" fees are not covered by insurance and are therefore the sole responsibility of the patient.

To cancel or reschedule an appointment, please call Vori Health at 866-719-9611 and speak with a customer service representative. If you have any problems getting through, you can

leave a message with your name, appointment date, and cancellation reason. This policy is in effect to ensure that all our patients can be seen in a timely manner.