

Subject: Important Update: Appointment Cancellation Policy

Dear Patients,

At Optimize Health & Sports, we are committed to providing exceptional care and ensuring appointment availability for every patient. To help us better serve our community and respect the time of both our patients and providers, we are implementing an updated cancellation policy effective immediately.

Effective now, appointments canceled with less than 24 hours' notice will be charged the full appointment fee.

We understand that unforeseen circumstances can arise, and we will always do our best to be understanding when genuine emergencies occur. However, last-minute cancellations and missed appointments prevent other patients from accessing care and leave appointment times that cannot typically be filled on short notice.

If you need to reschedule or cancel an appointment, please contact our office at least 24 hours before your scheduled appointment time to avoid being charged.

We appreciate your understanding and cooperation as we continue to improve access to care and maintain the highest level of service for all patients.

Thank you for entrusting us with your health and wellness. We look forward to continuing to support your healthcare journey.

Warm regards,

Dr. Kelly R. Farmer

Optimize Health & Sports

801-200-5200

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