



Late, Cancellation, & Missed Appointment Policy

At SOHMA Integrative Health Center, our goal is to provide quality care in a timely manner. In order to do so we have had to implement a missed appointment/24 hour cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please be courteous to our staff and other patients, we understand that there are times when you must cancel or miss an appointment due to emergencies or obligations for work or family. However, when you do not notify our office to cancel an appointment that we have reserved for you, you may be preventing another patient from receiving much needed treatment.

A “no show” or “missed” appointment is someone who misses an appointment without properly canceling it without a 24 hour advanced notice or no notice at all. No-shows inconvenience those individuals who need access to medical care in a timely manner.

How To Cancel an Appointment

1. If it is necessary to cancel your reserved appointment, we require at least a 24 hour notice via a phone call, voice message, or text message. Our office can be reached at (562) 420-2112 to cancel an appointment using any of the methods mentioned in the previous statement.
2. Failure to cancel your appointment at least 24 hours in advance via the methods mentioned above may result in a \$40 late cancellation fee. The late cancellation fee also applies to any “no-show” and/or “missed” appointments.

Excessive Missed Appointments

SOHMA Integrative Health Center reserves the right to restrict patients who have excessively missed/no-show to their reserved appointments, from booking appointments in advance and place them on a same-day booking basis only, (this means the patient will need to call for same-day availability and can only book their appointments the day they are ready to be treated).

Late Policy

We understand that delays can happen, however, it is important for our office to put in our best efforts to keep our other patients and doctors on time. Therefore, if you are running late, please notify the office immediately. Our office will give you a courtesy call 7 minutes after your scheduled appointment to check your ETA. If you are more than 10 minutes late for your appointment and you have not reached out to our office notifying us that you will be late, you will be marked as a no-show and we may have to reschedule all or part of your services.

NOTE: We know emergencies happen and are happy to evaluate and accommodate last-minute cancellations/missed appointments on a case-by-case basis at our discretion.

Patient's Name (Printed)

Date

Patient or Guardian's Signature