

# Cancellation and No-Show Policy

## 48 Business Hour Cancellation Policy

- Attune Menopause Care PLLC maintains a 48 business hour cancellation notice policy. A \$50 charge of is incurred for a missed appointment, late cancellation, or no show.
- When clients do not show up for a scheduled appointment, it creates an unused appointment slot that could have been used for another client. It is very important that clients call 48 business hours or more in advance to cancel an appointment.
- If for any reason a client needs to cancel an appointment, we ask that they notify our office as a soon as possible via:
  - Message through Charm Patient Portal
  - Email to [office@attunemenopausecare.com](mailto:office@attunemenopausecare.com)
  - Call to (872) 253-4891
- If a client fails to notify the practice 48 business hours prior to their appointment or no shows their appointment there will be a \$50 charge to the client's account. Exceptions may be made in the case of illness, accident, or other emergency but require the client to contact the practice as soon as they are aware that they will not be able to keep their appointment.
- After three no-show occurrences within a 12 month time period, the practice may elect to terminate our relationship with a client.