

FAQs about Cutitta Chiropractic's Late Cancel/No Show Policy

What is your policy on missed appointments?

If you do not appear for your scheduled appointment, or if you cancel your appointment with less than twenty-four business hours' notice, we charge a late cancel/no show fee up to Cutitta Chiropractic's full fee for the service.

Why do you charge fees for missed appointments?

When you make an appointment, you are reserving a particular block of time with your provider. This time is reserved for you and no one else. When you fail to appear for a scheduled appointment, or you do not give us sufficient notice to schedule someone else in your place, valuable treatment time goes to waste.

Why should I have to pay for a service that I didn't receive?

You are paying for a time that you asked us to reserve for you. We would much prefer that you come to your appointment and receive the service. However, when you don't appear as scheduled, it is not fair to other patients who might have used the time.

If I didn't get a reminder call, why should I have to pay a fee?

We provide appointment reminder slips and reminder texts as a courtesy. If you prefer phone call reminders, that can be arranged. However, there may be times when we are not able to make reminder calls/texts. Ultimately, it is your responsibility to remember the date and time of your appointment, even if you don't receive a reminder call or text.

Are these fees covered by my insurance?

No. They are the responsibility of the patient, or whoever signs the financial responsibility forms.

When are the fees due?

The fees are due prior to the next scheduled appt or upon receipt of an invoice, whichever is sooner.

Can I dispute a late cancel/no show fee?

Certainly. If you dispute the charge, you should contact us within 30 days of receiving an invoice.

What if I have a true emergency? Are you still going to charge a late/cancel no-show fee?

We understand that true emergencies do sometimes occur. Please speak with your provider if you believe that a true emergency prevents you from giving adequate notice or coming to your appointment at the scheduled time.

If I have other questions about this policy, what do I do?

Please speak with your provider or with the Office Manager in the office where you are seen. They will be able to answer your questions, or refer you to someone who can.