

# CANCELLATION POLICY



We understand that there are times when you must miss/cancel an appointment due to emergencies or other obligations. However, when you do not provide proper notice, you may be preventing another person from obtaining prompt care. Your health is important to us and we try to go above and beyond for you by scheduling lengthy appointment times that allow you to truly ask questions and understand your health in greater detail. Please allow us to continue to put your health first by respecting the appointment time you reserve and the following cancellation guidelines:

- Please provide **at least 48 hours** notice if needing to cancel or reschedule your appointment
- Please contact us as soon as possible for weather-related concerns or emergency situations.

Late cancellations or no-shows may be subject to a fee. Fees are based on the amount of time allotted for your appointment:

- 30 min appointment: \$25
- 1 hour or more: \$50

To collect on fees, an invoice will be sent to you. All invoices must be paid in full prior to receiving further services from our office.

**To waive a late-cancellation fee**, we kindly ask that you reschedule a future appointment with us online within 72 hours of your cancelled appointment. [*Please note*: this does NOT mean the appointment must occur within 72 hours, just the booking.] Failure to attend this scheduled appointment will result in a cancellation fee.

Effective: August 1, 2019

## Contact Info:

(515) 207-4803

[info@mendthermography.com](mailto:info@mendthermography.com)

See attached for instructions on how to modify your booking

*Thank you!*

Mend Thermography

# Need to change your booking?

## STEP 1.

FIND YOUR CONFIRMATION E-MAIL OR TEXT.

## STEP 2.

CLICK "REPLY, CHANGE, OR CANCEL."

### NEW APPOINTMENT

Dear

This is a **confirmation** of your appointment with *Mend Thermography*.

Wednesday  
**31**  
July 2019

- Breast Health Thermogram
- HF
- 3:30 PM - 4:00 PM - 30 minutes

REPLY, CHANGE OR CANCEL

+ ADD TO OUTLOOK + ADD TO OFFICE 365 + ADD TO GOOGLE + ADD TO YAHOO

## IN THE MESSAGE CENTER:

The screenshot shows a message center interface. On the left, there is a date card for 'Wed 31 July '19' with a clock icon indicating '3:30 pm - 4 pm' and a location icon for 'Breast Health Thermogram with HF'. On the right, under the 'ACTIVITY' section, there are two green notification boxes: 'Mend Thermography booked this appointment a minute ago' and 'Your appointment is confirmed on Wed 31 July, 3:30pm CDT a minute ago'. Below these are three buttons: 'SEND MESSAGE' (blue), 'CANCEL' (red with an X), and 'BOOK AGAIN' (grey with a refresh icon).

## OPTIONS

### CLICK 'SEND MESSAGE'

USE THIS TO ASK US A QUESTION.

### CLICK 'CANCEL'

USE THIS TO SEND US A CANCELLATION REQUEST. **\*\*SEE NEXT SECTION\*\***

### CLICK 'BOOK AGAIN'

USE THIS TO RESCHEDULE YOUR APPOINTMENT.

## IF CANCELLING YOUR APPOINTMENT:

### TO CANCEL: FOLLOW ALL PROMPTS!

CLICK 'CANCEL APPOINTMENT.' THEN, A MESSAGE SHOULD APPEAR IN THE TEXTBOX THAT STATES 'I'D LIKE TO CANCEL.'

YOU SHOULD ALSO SEE THIS NOTIFICATION. IF YOU DO NOT SEE THIS, YOUR REQUEST DID NOT GO THROUGH!

A CONFIRMATION WILL BE SENT TO YOU BY EMAIL/TEXT AFTER IT HAS BEEN APPROVED BY OUR STAFF.

This screenshot shows the same message center as above, but with a red notification box at the bottom that says 'You requested to cancel'. A large blue arrow points from the 'CANCEL' button in the previous screenshot to this notification. Below the notification, a blue text box says 'I'd like to cancel just now'. The 'SEND MESSAGE' and 'BOOK AGAIN' buttons are still visible at the bottom.