



Late Cancellation/No Show Policy

At the Batson Clinic, we are committed to providing timely, high-quality care to every patient we serve. To do that effectively, we must ensure our appointment schedule is respected and available to those who need it.

We request patients reach out to cancel or reschedule appointments at least 24 hours prior to their scheduled appointment time.

Missed appointments or late cancellations prevent us from offering that time to another patient in need of our services.

If there is an occurrence of a late-canceled or missed appointment:

- The first missed or late-canceled appointment will result in a \$50 no-show/late cancellation fee
- A second occurrence and every occurrence thereafter will result in a \$100 fee

You will receive a message requesting payment information prior to your appointment, which is required to be saved on file prior to your appointment time. All applicable fees must be paid prior to the next scheduled appointment.

We understand that unexpected situations can arise, and our goal is not to be punitive. Rather, this policy helps us respect everyone's time - including yours - and ensures we can continue providing care efficiently and fairly to all patients.

We sincerely appreciate your understanding and cooperation. If you need to cancel or reschedule an appointment, our team is always happy to help with advance notice. Thank you for being a valued patient of The Batson Clinic.