



Vitalia Holistic Health Centre

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At Vitalia, we understand that unanticipated events occur in everyone's life. Unforeseen events such as car problems, traffic considerations, business meetings, and project deadlines, are just a few reasons why one might consider canceling an appointment.

In our commitment to provide the best possible care to all of our patients we have adopted the following policies:

ARRIVAL TO YOUR FIRST APPOINTMENT

Please arrive for your appointment 15 minutes prior to the scheduled starting time. This allows you the time to fill out the appropriate intake forms (new patients). If late arrival is inevitable, your appointment may be shortened in order to keep on schedule.

CANCELLATION POLICY

Please provide at least 24 hours notice if you need to reschedule or cancel an appointment. If you fail to cancel within 24 hours you will be charged a \$50.00 late cancellation fee. This policy allows our office to keep our schedule up to date and accommodate patients with urgent or acute needs.

LATE ARRIVAL POLICY

We regret that late arrivals will not receive extension of scheduled appointments. In special cases, and when our schedule will allow, we may be able to accommodate a partial or full appointment. This will be at our discretion and only with proper, advanced notification of your late arrival.

NO SHOW POLICY

If you fail to show for your appointment you will be charged a \$50.00 no show fee. This fee must be paid in full prior to scheduling your next visit. We do not make reminder calls, however we are happy to provide appointment cards when you schedule at the office.

If you have any questions, please call me at 206-729-6100.

Natalie Witte, Office Coordinator

