



MISSED AND LATE APPOINTMENTS

Revised 04/2025

At Align Medical Center, our goal is to provide excellent care to each patient in a timely manner. In order to do so, we ask that all patients make every effort to attend their scheduled appointments. Missed or late appointments reduce our ability to serve others in the community and may increase wait times for care.

An appointment is considered missed or late if the patient:

- Do not attend their scheduled appointment.
- Fails to cancel or reschedule at least 24 hours in advance.
- Arrives more than 15 minutes after the scheduled start time.

Missed and Late Appointment Fees (based on appointment type):

- **Morpheus and Forma Appointments:** \$100 cancellation fee per occurrence.
- **Adjustment Appointments:** Two warnings allowed; \$25 cancellation fee applies to each missed or late appointment thereafter.
- **Telehealth Appointments:** Patient is responsible for the full self-pay appointment fee.
- **All Other Appointments:** \$25 cancellation fee per occurrence.

Reminders are sent as a courtesy. Failure to receive a reminder or confirm the appointment does not exempt the patient from this policy.

As a policy after three (3) missed or late appointments within a six (6) month period, the patient may be subject to same day scheduling.

CREDIT CARD ON FILE REQUIREMENT

All patients are required to leave a valid credit card on file. By providing your credit card information, you agree to allow Align Medical Center to charge this card in accordance with the missed and late appointment policy outlined above.