

APPOINTMENT & CANCELLATION POLICY

We understand that at times you may not be able to make a scheduled appointment due to unforeseen circumstances. As you know, missing an appointment prevents our team from giving you the care needed. Also, not allowing adequate time to accommodate for a cancelled or rescheduled appointment prevents our team from scheduling another patient who needs care as well.

Please review our attendance terms and conditions. Proceeding to schedule your appointment confirms you agree to the below terms and conditions:

I understand that due to self-scheduling, my appointment is a set aside time that has been reserved especially by me, for me.

I understand that my appointment time will not be officially scheduled until my payment has been successfully completed.

I understand that if I must reschedule or cancel my appointment, I will give Telehealth Nursing & Wellness Care **at least a 24-hour notice** by clicking “Cancel Appointment” or “Reschedule Appointment” at the bottom of the appointment confirmation email I received. Or via email at info@telehealthnwcare.com.

I understand that **if I cancel my appointment less than 24 hours before my appointment time, my account will be billed a \$20 cancellation fee.**

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I understand that it is my responsibility to review Telehealth Nursing & Wellness Care’s Financial Agreement under Forms & FAQ tab in the main menu on their website for details on penalties for unpaid account balances.

I understand that it is my responsibility to review Telehealth Nursing & Wellness Care's Refund Policy under Forms & FAQ tab in the main menu on their website for details on when refunds are permitted.

I understand that if I am more than 10 minutes late my appointment will be cancelled, and it is my responsibility to reschedule my appointment.

I understand there is no fee to reschedule, and I will not have to make another payment if I reschedule my appointment for the same service type.

Proceeding with Telehealth Nursing & Wellness Care services confirms you have read and understand the above terms and conditions.