

MED HEALING LLC

CANCELLATION, LATE ARRIVAL, NO-SHOW, AND REFUND POLICY

Effective Date: August 1, 2026

OUR COMMITMENT TO TIMELY, ACCESSIBLE, AND RESPECTFUL PATIENT CARE

At Med Healing LLC, every appointment is intentionally reserved to provide individualized, physician-led care. Because appointment times are limited and dedicated exclusively to each patient, missed appointments, late cancellations, and late arrivals reduce appointment availability for other patients seeking timely medical care.

Our scheduling policies are designed to promote fairness, respect for patients' and providers' time, and the efficient delivery of healthcare services.

By scheduling, booking, purchasing, or participating in services through Med Healing LLC, you acknowledge that you have read, understand, and agree to this Cancellation, Late Arrival, No-Show, and Refund Policy.

1. APPOINTMENT RESERVATION

When an appointment is scheduled, the selected time is reserved exclusively for you.

During that reserved appointment time, the physician or healthcare provider is unavailable to schedule another patient.

Because Med Healing LLC operates as a direct-pay, appointment-based medical practice, missed appointments and late cancellations represent lost opportunities to provide care to other patients who may be waiting for medical evaluation.

We respectfully request that patients notify us as soon as possible if they are unable to attend a scheduled appointment.

2. CANCELLATION POLICY

Patients may cancel or reschedule an appointment without penalty by providing **at least twenty-four (24) hours' advance notice** before the scheduled appointment time.

Appointments canceled **less than twenty-four (24) hours before the scheduled visit** will be assessed a cancellation fee equal to:

Fifty Percent (50%) of the total booked service fee.

The cancellation fee compensates for the reserved appointment time that could not reasonably be offered to another patient on short notice.

Repeated late cancellations may result in additional scheduling restrictions or dismissal from the Practice, consistent with applicable law.

3. LATE ARRIVAL POLICY

Patients are expected to log into the telehealth platform and be prepared to begin their appointment at the scheduled time.

Patients who have **not successfully connected to their scheduled telehealth appointment within fifteen (15) minutes of the scheduled appointment time** will be considered a **No-Show**, unless otherwise determined by Med Healing LLC.

This policy applies regardless of whether the delay results from:

- Failure to join the appointment.
- Failure to complete registration requirements.
- Failure to test equipment before the visit.
- Delayed login.
- Failure to respond to provider communications.

To protect the schedules of other patients and maintain timely clinical operations, providers may not be able to extend appointment times beyond the allotted visit.

4. NO-SHOW POLICY

A **No-Show** occurs when a patient:

- Fails to attend a scheduled appointment.
- Does not log into the telehealth platform.
- Cannot be reached after reasonable attempts by the provider or Practice staff.
- Connects more than fifteen (15) minutes after the scheduled appointment time.
- Leaves the appointment before the provider is able to begin the medical evaluation.
- Is otherwise unavailable to receive care during the reserved appointment time.

Patients who fail to attend a scheduled appointment without appropriate notice will be charged:

One Hundred Percent (100%) of the total booked service fee.

Because the appointment time was reserved exclusively for that patient, the Practice cannot recover the lost clinical time or offer the appointment to another patient in need of care.

5. WHY THESE POLICIES MATTER

Late cancellations, missed appointments, and late arrivals have a significant impact on healthcare delivery.

They may:

- Delay medical care for other patients awaiting appointments.
- Reduce access to same-day and urgent telehealth visits.
- Interrupt provider schedules and continuity of care.
- Prevent efficient allocation of clinical resources.
- Increase wait times for patients requiring medical attention.
- Reduce the Practice's ability to accommodate new and existing patients.

By honoring scheduled appointments or providing timely notice when plans change, patients help ensure that appointment times remain available for others who may have urgent healthcare needs.

6. TECHNICAL DIFFICULTIES

Patients are responsible for ensuring they have:

- A reliable internet connection.
- A functioning camera and microphone (when applicable).
- A compatible device.
- Access to the telehealth platform before the scheduled appointment.

Patients are encouraged to test their equipment prior to the appointment.

7. REFUND POLICY

If Med Healing LLC is **unable to complete the scheduled appointment because the Practice is unable to establish or maintain a functional audio and/or video connection through the telehealth platform**, the patient may choose one of the following:

- A full refund of the appointment fee; or
- Rescheduling of the appointment at no additional charge.

Refunds are **not** available when the inability to complete the appointment results from circumstances within the patient's control, including but not limited to:

- Failure to join the appointment.
- Patient internet connectivity issues.
- Device malfunction.
- Inability to access email or appointment links.
- Failure to test equipment before the visit.
- Failure to remain available during the scheduled appointment.

Requests for exceptions will be reviewed on a case-by-case basis at the sole discretion of Med Healing LLC.

8. PROVIDER DISCRETION

Med Healing LLC recognizes that unexpected emergencies and unforeseen circumstances may occasionally occur.

The Practice reserves the right, in its sole discretion, to waive or modify cancellation, late arrival, or no-show fees when exceptional circumstances are documented and deemed appropriate.

Any waiver granted on one occasion shall not constitute a waiver for future appointments.

9. ACKNOWLEDGMENT

I acknowledge that I have read and understand the Med Healing LLC Cancellation, Late Arrival, No-Show, and Refund Policy.

I understand and agree that:

- Appointments canceled **less than twenty-four (24) hours** before the scheduled appointment time will be charged **50% of the total booked service fee**.
- Patients who fail to attend a scheduled appointment, or who are not connected to the telehealth platform within **fifteen (15) minutes** of the scheduled appointment time, will be considered a **No-Show** and charged **100% of the total booked service fee**.
- These policies exist to promote timely access to healthcare, preserve appointment availability, and support efficient scheduling for all patients.
- I agree to comply with this Policy as a condition of receiving care through Med Healing LLC.