



## **Appointment Cancellation & Fee Policy**

We encourage patients who cannot keep their appointment to cancel or reschedule. To cancel/reschedule, please call D'essence Healthcare Services Inc on (915) 955-4703.

### **Office Visit**

We understand that there may be need to reschedule or cancel appointments, we ask that you call us not less than 24hours in advance to be entitled for your full refund.

### **Home visit/House call**

We understand there may be times when you miss an appointment due to emergencies or obligations with work or family. Nevertheless, we encourage you to call at least 4 hours before your home visit/house call appointment to cancel. Otherwise, the full \$100 home visit/house call fee will be charged to patients who are not present for their visit and \$50.00 for cancellation within 4 hours of the home/house call visit.

### **Telemedicine**

If the patient does not show up for their telemedicine appointment, it is considered a no-show after 15 minutes of the appointment time, and the patient will be charged half of the service fee (Telemedicine \$32.50) no-show fee.

### **Cancellation and Rescheduling**

In some cases, we may need to cancel or reschedule an appointment to ensure patients get the proper care they need. Once we cancel or reschedule the appointment, our patients will not be charged any fee.

Patient Name: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Guardian Signature: \_\_\_\_\_

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