

Progress Weight Management Cancellation Policy

Progress Weight Management is committed to providing exceptional service in a timely manner. Unfortunately, when a patient cancels without giving enough notice it prevents other patients from being served and impacts our small business. Because of this, we have implemented the following cancellation policy.

Canceling or rescheduling: Patients may cancel or reschedule without penalty by notifying us at least **24 hours** before their scheduled appointment.

To cancel or reschedule, please contact us at

Phone: Call the front desk at 701-532-2458 and leave a message

Email: info@progress.com

Onpatient Portal: Log into your account in a web browser to cancel or reschedule

Late cancellations and rescheduling: Cancellations are considered late when the patient does not cancel or reschedule at least **24 hours** prior to the scheduled appointment. Late cancellations result in customer being charged a **fee of \$25**

Missed appointment: If a patient misses their scheduled appointment without canceling or scheduling they will be charged a **fee of \$50**

Provider initiated cancellation: If we must cancel a patient's scheduled appointment, we will notify you as soon as possible and work with you to reschedule.

Fee waiver: We know things happen! Which is why we reserve the right at our discretion to waive any fee or penalty assessed here under for any reason we deem sufficient and reasonable if attempts are made to inform us of your late cancellation.

By signing this policy you agree to the cancellation policy and agree to have your card on file charged for late cancellations and missed appointments.

Patient Name: _____

Patient Signature: _____ Date: _____