

## **Appointment Cancellation Policy for Creation's Own**

At Creation's Own, our goal is to make our medical practice accessible to as many families as possible. Because our services are in high demand, we maintain a full schedule, but we never double book appointments. This allows us to provide each patient with the individual attention necessary for the highest quality medical care.

When a family cancels shortly before the appointment or is a "no-show," we miss the opportunity to treat another child. We appreciate your courtesy in calling us as soon as possible if you must cancel your scheduled appointment. Your time slot then has a better chance of reassignment to another patient.

### **Scheduling Appointments**

Your appointment will be scheduled either for Florida or California time, depending on the location of your practitioner. Please make sure you clarify the correct time when you make your appointment. To prevent confusion about the differences between our office time zones and those of our patients, our website [www.creationsown.com](http://www.creationsown.com) always displays the current time in both Florida and California on the bottom of our home page. **To schedule, change, or cancel an appointment in any location, regardless of whether it is in office or by phone, please call our Florida office at 321-259-7111 as soon as possible.**

### **First (New Patient) Appointments**

Because new patient consults require one to two hours of time, they generally are scheduled weeks or months ahead of time. Therefore, to cancel or change a first appointment, we require that you call us at least three BUSINESS days (not including holidays or weekends) in advance. For example, if your appointment is on Tuesday, you must call us by the previous Thursday to cancel.

A late cancellation will be considered the same as a no-show, and may be billed for up to the full scheduled time.

### **Follow Up (Established Patient) Appointments**

All follow up appointments – including in office consults, phone consults, and IV's – must be cancelled by **1:00 PM** on the BUSINESS day (not including holidays or weekends) prior to the appointment to avoid a charge. Late cancellations and no-shows for all follow up appointments may be billed for up to the full scheduled fee.

***Exception: This policy does not apply to IV appointments for our patients at the California Integrative Hyperbaric Center. Those appointments are scheduled directly through that office. For appointments or questions, please call 877-244-2188 or 949-428-8878, or go to [www.californiahyperbarics.com](http://www.californiahyperbarics.com).***

**Florida**  
3800 W. Eau Gallie Blvd., Suite 105  
Melbourne, FL 32934  
321.259.7111 • Fax 321.259.7222

**California**  
California Integrative Hyperbaric Center  
16251 Laguna Canyon Rd., Suite 175  
Irvine, CA 92618

[www.creationsown.com](http://www.creationsown.com)

## Hyperbaric Therapy Appointments

To cancel a single hyperbaric dive in our Florida office, you must call us by 1:00 PM on the BUSINESS day prior to the appointment. A late cancellation will be considered the same as a no-show, and may be billed for up to the full scheduled time.

If you have booked a package of ten or more dives in our Florida office, we require that you call us at least three BUSINESS days (not including weekends or holidays) prior to your first scheduled appointment to cancel. Late cancellations and no-shows may be billed for up to the charge for a single dive, or 10% of the package price, whichever is greater.

***Exception: This policy does not apply to hyperbaric therapy for our patients at the California Integrative Hyperbaric Center. Those appointments are scheduled directly through that office. For appointments or questions, please call 877-244-2188 or 949-428-8878, or go to [www.californiahyperbarics.com](http://www.californiahyperbarics.com).***

## Late Arrivals for Appointments

For the convenience of all our patients, we make every effort to stay on schedule. When a family is late, for either an office or phone appointment, this can affect all the subsequent appointments that day. In fairness to other families, please be aware that if you are late, your time may be cut short so that the next appointment can begin on time. This policy applies to hyperbaric therapy in our Florida office as well as consults.

If you are late for an IV in our Florida office, we will do our best to accommodate you as soon as possible. However, to keep our other appointments on time, you may need to wait for us to be able to fit you into our schedule.

## Exceptions

We understand that emergencies or other circumstances beyond your control may require you to be late or miss an appointment. If so, please let us know as soon as possible. We may consider exceptions on a case by case basis. We appreciate your understanding and cooperation.