# CANCELLATION & NO-SHOW POLICY

Please read this policy and sign at the bottom.

Practice name: _____

Address: _____

_____

Thank you for choosing our practice. When you book an appointment, that time is reserved just for you. To keep our schedule fair for every patient, we ask that you follow the policy below.

1. **Give us at least 24 hours' notice**

   If you need to cancel or reschedule, please contact us at least 24 hours before your appointment. This lets us offer the time to another patient who is waiting for care.

2. **Late cancellations and missed appointments**

   Appointments cancelled with less than 24 hours' notice, or missed without any notice, will be charged a fee of $_____.

3. **Running late**

   If you arrive late, we may need to shorten your session so the next patient is seen on time.

4. **How to reach us**

   Phone: _____ Email: _____

We appreciate your understanding and look forward to seeing you.

By signing below, I confirm that I have read and understood this policy and agree to its terms.

Patient name: _____

Signature: _____ Date: _____

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LIKE THIS TEMPLATE?

# Get it signed before the first visit. Automatically.

*Stop chasing paper forms. With Ruana, your cancellation policy goes out the moment a patient books, and comes back signed.*



HOW IT WORKS IN RUANA

## 01

**Patient books**

Online, by phone or at the front desk, whichever suits them.

## 02

**Forms go out**

Your policy and intake forms are sent automatically, based on the service booked.

## 03

**Signed & filed**

Patients sign at home or on an iPad in your office, and it's saved to their record.

- Online booking & reminders
- Intake forms with e-signature
- SOAP notes & patient records
- Invoices, receipts & superbills
- Payment links & deposits
- Supports HIPAA & GDPR compliance

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*"My clinic sees about 70 patients a day across 4 doctors, and the entire practice runs on Ruana."*

**Rouzbeh Noroozy**, Chiropractor (Palmer West) and Heilpraktiker, Co-founder, Ruana

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