

**Passport Health Bay Area**  
**Appointment Scheduling & Cancellation Policy**

**Dear Traveler:**

In our effort to provide you with the best possible service, we do not double book patients. This guarantees you one on one time with our nurse. However, starting October, 01 2011, we require a credit card to secure your appointment.

**A No-Show fee of \$48.00 (office visit fee) will only be charged in the event:**

- *You do not show up for your appointment*
- *You cancel or reschedule your appointment less than 24 hours in advance*

Every effort will be made to fill that slot if you cancel or reschedule. If we are unable to re-book that time slot your credit card will be charged. By booking your appointment, you are confirming your understanding and compliance with our cancellation policy.

Thank you for your understanding. We look forward to seeing you.

Sincerely,

Passport Health Bay Area.