



HOLISTIC HANDS CENTRE POLICIES

Thank you for choosing Holistic Hands Centre. We take pride in providing exceptional care to all of our patients. In order to maintain the highest of standards we have developed the following policies.

- **New Patient Evaluation Form**

Patient evaluation form can be found on our website. Please fill out patient forms prior to your first visit. Forms may be submitted directly online through email or they can be printed out and brought to your first appointment. You may also complete your form in the centre prior to your first visit. If completing evaluation form in the centre prior to your visit, please arrive at least 10 minutes early for your appointment.

- **Scheduling an Appointment**

Kindly call or text at 312-451-3245 to book appointments.

- **Appointment Reminders**

Our centre utilizes text messages to alert you of your upcoming appointments. These reminders are a courtesy and require confirmation to book your appointment.

- **Appointment Cancellations**

A missed appointment is a scheduled appointment in which you do not show up and do not provide at least 24-hour notice prior to cancellation. A \$30.00 no show fee or cancellation fee will be charged for all appointment missed without 24-hours prior notification.

- **Late arrivals to Appointments**

It is important to arrive on time for your appointments. Appointment times are reserved specifically for each of our patients. Late arrival impacts your own appointment and the appointment of others. While we will do our very best to accommodate all of our patient's, we do not guarantee the ability to see you if you are more than 15 minutes late. If you are running late, please call our centre as soon as possible so appropriate accommodations can be made.

- **Acceptable Forms of Payments**

Payments are due at the time of service. We accept payment by cash, personal check or Zelle

Zelle @ 312-451-3245