Cancellation Policy for Thrive Center for Personalized Healthcare and Wellness

We understand that there are times when you must miss an appointment due to emergencies or sudden obligations for work or family. However, when you do not call to cancel an appointment, you are preventing another patient from our waiting list from receiving much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule a visit for you due to a seemingly full appointment schedule. Please review our cancellation policy below.

Functional Medicine and Weight Management Initial Consults

Appointments canceled within 48 hours of the appointment date will be subject to a 50% cancellation fee. The fee will be applied to any future appointment that is scheduled within one (1) year from the original appointment date.

We also require that all new patients complete self-check-in on the Athena portal no later than 48 hours prior to your appointment. This is a critical piece of your appointment.

Annual Physicals, Follow Up Appointments and Lab Reviews

Appointments canceled within 24 hours of the appointment date will be subject to a 50% cancellation fee. The fee will be applied to any appointment that is rescheduled within one (1) year from the original appointment date.

We also require that all new patients complete self-check-in on the Athena portal no later than 48 hours prior to your appointment. This is a critical piece of your appointment.

No Show and Same Day Cancellations

No-call no-show appointments will be billed 100% of the anticipated appointment cost. This fee is non-refundable and will not be credited toward any future appointment.