



# Scheduling and Cancellation Policy

Name: \_\_\_\_\_

Consultant Name: \_\_\_\_\_

Consultant Email: \_\_\_\_\_

Session		
Two-week Assessment	Date:	Time:
Six-week Evaluation	Date:	Time:
Halfway Checkup	Date:	Time:
Four-month Review	Date:	Time:
Final Strategy	Date:	Time:

## ***How do I reschedule or cancel?***

### **Cancellation Policy**

Welcome to your Individualized Health Planning (IHP) session. We appreciate the opportunity to help you reach your health goals. Our IHP consultants are dedicated to excellent care and coaching. To maintain our high standards, it is important that we communicate our policies to you. By presenting these policies in advance, we can avoid any surprises or misunderstandings. We appreciate your efforts to help us provide each client with sessions at the right increments.

#### **Three ways to reschedule or cancel:**

- Log in to the registration system from [www.uahealthinaction.com](http://www.uahealthinaction.com) with your username and password, and modify your session date and/or time on the My Sessions tab.
- Email your wellness consultant directly (see above for email address).
- Within 48-hours of session, call customer service at 248-0797, in Anchorage, or (866) 248-0797, toll-free outside Anchorage.

IHP sessions are limited in number. If you do not show and we have no notice, you have taken a spot that another staff or faculty member could have used. For your benefit and the benefit of others participating in the program, please make every attempt to attend your scheduled sessions. Thank you.

**Please initial that you have read and understand this policy:** \_\_\_\_\_