



HERA Health Care

910 Hampshire Road, Suite A
Westlake Village, Ca, 91361
805-379-9110

A Holistic Esthetic Restorative and Anti-Aging Medical Practice

LATE Appointments Policy

Please arrive 15 min before your appointment.

By booking an appointment we reserve time for you in the schedule at the time you are given. You are expected to be ready to see your designated provider at the time scheduled.

If you arrive at the office at the time scheduled you are already late. We need at least 10-15 minutes for an established patient to process you: we need to see insurance card, collect co-pay, provide you with possible necessary paperwork/consents to review and prepare you to see provider by checking weight, height, blood pressure and temperature and update medications.

If you are a NEW PATIENT and have completed our required paperwork at home, we need 15-20 minutes to get you processed to see physician/provider.

If you are a NEW PATIENT and DO NOT HAVE paperwork completed, you will need 30 minutes of processing time before you see the designated provider. By then, the provider has already moved on to see the patient scheduled in the next time slot and you have lost your appointment time.

We do not turn patient's away – we will gladly accommodate you if you were late – we understand traffic and getting lost or busy schedules, but if you are late you will have to wait and be fitted into a time slot that fits our patient flow, and allows us to respect other on-time patients. Please do not complain about waiting!

If late, and given the option you choose not to wait and wish to reschedule, we will consider that a missed appointment and you will be charged \$50.

If we have to verify benefits and we ask you to call insurance number on the back of your card until you have a customer service live, that will delay you even more.

Please help us stay on time. 90% of the time the provider is late is because the patients before you were not ready on time! Please do not be that patient!