

Effective Date: June 18, 2026

Health Optimization is committed to providing high-quality medical care while maintaining fair and transparent scheduling and billing practices. Please review the following Refund and Cancellation Policy before scheduling an appointment.

Appointment Cancellations

Patients may cancel or reschedule an appointment by contacting Health Optimization as soon as possible.

- Cancellations made **at least 24 hours before** the scheduled appointment will not incur a cancellation fee.
- Cancellations made **less than 24 hours before** the appointment or failure to attend a scheduled appointment ("no-show") may be subject to a cancellation or missed appointment fee, as permitted by applicable law.
- Repeated late cancellations or missed appointments may result in dismissal from the practice.

Late Arrivals

Patients arriving late may have their appointment shortened or rescheduled based on provider availability.

If the provider is unable to complete the visit due to a late arrival, the appointment may be treated as a missed appointment.

Refunds for Medical Consultation Fees

Consultation fees compensate the provider for time reserved and professional medical evaluation.

Because healthcare services begin once the consultation has occurred:

- Consultation fees are **generally non-refundable after the appointment has taken place**, regardless of whether a prescription is issued, laboratory testing is ordered, or treatment is recommended.
- Payment for a consultation **does not guarantee** that a diagnosis will be made, treatment will be recommended, or medication will be prescribed.
- Refund requests resulting from dissatisfaction with a medical decision, including a decision not to prescribe medication, will generally not be approved.

Prescription Medications

Health Optimization does not guarantee that any medication will be prescribed.

Prescriptions are issued only after an appropriate medical evaluation and only when the treating provider determines that treatment is medically appropriate and legally permissible.

Medication costs charged by a pharmacy are subject to that pharmacy's refund and return policies.

Due to federal and state regulations, prescription medications generally **cannot be returned or refunded** once dispensed, except as required by law or in the event of a pharmacy dispensing error.

Laboratory Services

Laboratory testing performed by third-party laboratories is subject to the policies of the laboratory performing the testing.

Fees paid to outside laboratories are generally non-refundable once testing has been performed.

Technical Issues

If a telemedicine appointment cannot be completed due to technical difficulties beyond the patient's control, Health Optimization will make reasonable efforts to:

- Resume the visit,
- Reschedule the appointment, or
- Determine whether a refund or credit is appropriate based on the circumstances.

Billing Errors

If you believe you have been charged in error, please contact us promptly.

Verified billing errors will be corrected, and any appropriate refund will be processed using the original payment method whenever possible.

Processing of Refunds

Approved refunds are typically processed within **5–10 business days**, although processing times may vary depending on the financial institution or payment processor.

Questions

If you have questions regarding this Refund & Cancellation Policy, please contact:

Health Optimization

Email: mail@jordynolivernp.com

Website: <https://jordynolivernp.com>