

CANCELLATION AND NO-SHOW POLICY

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. Our goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

This policy can and will be provided in writing to patients at their request.

Office Appointments:

1. Office Appointment must be cancelled at least 24 hours prior to the scheduled appointment time.
2. Office appointments which are cancelled with less than 24-hour notification may be subject to a \$100 cancellation fee.
3. In the event of a new patient no-show, the practice may require a new referral sent from the referring physician.
4. In the event a patient arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future office visit, if available.
5. In the event a patient has incurred three (3) documented "no-shows" and/or "same-day cancellations," the patient may be subject to dismissal from the practice.

Surgery Appointments:

1. Surgery Appointment must be cancelled at least 24 hours prior to the scheduled appointment time.
2. Surgery appointments which are cancelled with less than 24-hour notification may be subject to a \$200 cancellation fee.
3. In the event a patient arrives late as defined by "late arrival" to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future surgery visit, if available.
4. In the event a patient has incurred three (3) documented "no-shows" and/or "same-day cancellations," the patient may be subject to dismissal from the practice.

Please sign that you have read and understand this Cancellation and No-Show Policy.

Patient Name

Date

Although we understand that unexpected circumstances may arise, we ask that all patients abide by the following expectations: If an appointment is cancelled with less than 24 hours' notice or if a patient fails to arrive for an appointment, the following fees may apply:

- \$100 fee for office appointments
- \$200 fee for surgery appointments

Missed appointments without a cancellation call may result in termination of the physician/patient relationship. Arriving to an appointment 15 or more minutes after the appointment time may result in a missed appointment.