

Payment/Cancellation Policy

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel, and we are unable to schedule you for a visit.

Effective January 1, 2018, if an appointment is not cancelled at least 24 hours in advance and you do not arrive for your appointment, you will be charged a \$50.00 fee. This fee will not be reimbursed by your insurance company, nor will it be credited toward a future appointment.

Since we certainly understand that illness or other problems can occur, and sometimes without any warning, we will not charge you for your *first* missed or cancelled appointment.

This policy is in effect for all appointments at all of our office locations. Please acknowledge that you have had the opportunity to review this policy by signing below.

Thank you for your understanding and cooperation.

Patient Name

Signature Patient/Guardian

Relationship to Patient

Date

Dear Valued Customer,

We have been working diligently on managing the time you spend in our offices. Your ability to access our providers is important to us and we want to assure that you can get an appointment when you need it. As a part of this effort we recognize that we have a large volume of patients who schedule an appointment and then do not show up for that appointment or cancel in less than 24 hours. In an effort to decrease this type of behavior we are implementing a cancellation policy that is effective January 1, 2018.

As part of this policy, If an appointment is not cancelled at least 24 hours in advance and the patient does not arrive for their appointment, they will be charged a \$50.00 fee. This fee will not be reimbursed by insurance companies, nor will it be credited toward a future appointment.

Since we certainly understand that illness or other problems can occur, and sometimes without any warning, therefore patients will not be charged for their *first* missed or cancelled appointment.

This policy is in effect for all appointments at all of our office locations.

We appreciate your cooperation with this policy and look forward to being able to schedule an appointment for you soon!