

LATE AND NO SHOW POLICY

Our goal is to make sure that as many patients as possible have access to care when needed. We also make every effort to provide prompt medical care to all of our patients. As such, our office has a late and no-show policy. This policy has been in effect since October 17, 2016 and applies to **ALL** patients.

- We require all patients to arrive **15 minutes** prior to their scheduled appointments.
- If a patient is delayed and cannot make an appointment on time, please call to notify the office. Any significant delay (15 minutes or greater) will require your appointment to be rescheduled, however, we will try our best to accommodate you if our schedule allows.
- If a patient is unable to keep their scheduled appointment, we require one business day notice of cancellation or of a need to reschedule.
- If a patient does not give us one business day notice of cancellation or of a need to reschedule, that patient's appointment is considered a "no-show".
- All no show appointments will generate a standard no show fee, the first NO SHOW will be a verbal warning with no fee. All subsequent NO SHOWS will generate a \$25 fee. Three or more NO SHOWS on a family account may result in being discharged from the practice.

We understand that life happens, and conflicts may arise beyond your control. We strive to be understanding and ask that you simply notify the staff if you cannot make an appointment. Thank you for your understanding and cooperation. If you have any questions, please feel free to ask the staff for clarification.

Signature: _____ Date: _____