

New no-show and reschedule policy

Our goal has always been to provide timely care to all our patients for their healthcare needs. Lately, we have seen a higher rate of no-show and last minute reschedules by some of our patients. This prevents us from providing adequate care. Additionally, it results in major disruption to our schedule and has prevented us from providing timely care to other patients in the practice, who need to be seen sooner.

Please be reminded that all rescheduling or cancellations for an appointment should be done 2 working days prior to the scheduled appointment. A call to cancel or reschedule your appointment will allow us to use that appointment time for another patient for that spot, who need to be seen sooner at our office

Therefore, the new policy has been instituted for cancellation, no-show and rescheduling, at our office

Rescheduled appointments

Please call to reschedule your appointment 48 hours before your scheduled time. It is important that we have enough time to fill any open appointment slots. If you do not reschedule in the appropriate amount of time, you may assess a late reschedule fee of \$50.00.

Missed appointments

The patient or a family member may contact us to reschedule the missed appointment and a fee of \$50.00 may be assessed for no-shows except in cases of genuine emergencies.

Three missed or rescheduled appointments in 1 year:

WE WILL NO LONGER BE ABLE TO TAKE CARE OF YOUR MEDICAL NEEDS AND YOU WILL BE DISCHARGED FROM THE PRACTICE.

I, _____ have read and understand the above-stated policy.

Patient Name: _____

Dated: _____