

Missed Appointment Policy

Our office values your time, and our goal is to provide all of our patients with quality care in a timely manner. Therefore, as of January 1, 2015, our office implemented a new Missed Appointment Policy. We make every effort to confirm scheduled appointments two days prior to your appointment. Failure to show for a scheduled appointment, failure to cancel a check-up or consult appointment within 24 hours and arriving more than 15 minutes late to your appointment can be costly and unfair to other patients.

Four or more missed appointments in a calendar year without adequate notice may result in dismissal from our practice. We understand that circumstances out of your control do happen but if you are more than 15 minutes late for a scheduled well check-up you may be asked to reschedule. If you are more than 15 minutes late for a scheduled sick visit we may still see you but there will be an extended wait time before you can be worked back in.

Each missed appointment will be recorded in your chart and we will follow these guidelines:

- First Miss: No correspondence
- Second Miss: Phone call attempting to reschedule and reminding you of our policy
- Third Miss: Receive letter reminding you of our policy and making you aware that you could be dismissed from our practice
- Fourth Miss: Possible dismissal from our practice

In addition to the guidelines listed above, if you fail to show for a scheduled consult appointment without cancellation there will be a \$50.00 no show fee. These fees are not filed to your insurance and will be your responsibility to pay.

This missed appointment policy enables us to better utilize available appointment time for all patients in need of care. Thank you for your consideration of this policy and we are glad that you have chosen our practice to care for your family.