

## MISSED APPOINTMENT POLICY CHANGE

Due to the high number of patients requesting appointments, the wait-list time to get into our clinic for new evaluations and follow up visits is growing. In order to pull patients from the wait list and schedule them for the care that they need, we are no longer able to tolerate no show or late cancellations and have had to update our No-Show appointment policy.

The new fees will take place starting January 1<sup>st</sup> 2020.

**CLINICAL APPOINTMENTS- \$50.00 charged fee for a no-show**

These fees are patient responsibilities and will not be covered by insurance, workers comp, or auto and while we do understand that there are circumstances that arise, we ask that you call to speak to a staff member prior to your appointment time if you need to miss your appointment. Otherwise, fees will only be waived with proof of emergency.

You are a no-show if you:

- ❖ Do not show to an appointment previously confirmed via text or phone call.
- ❖ Miss an appointment with **less than 48 hours' notice**, (business day hours)
- ❖ Miss an appointment because you have arrived 30 minutes later than appointment time.

By signing this you are acknowledging that you were notified about our policy change.

Patient Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_