

Appointment Attendance Policy
Effective May 16th, 2016

Policy:

Patients will be notified of the “Appointment Attendance Policy” at the time of initial registration. Patients who fail to present for a scheduled appointment without contacting the practice to cancel the appointment will be considered a “no show”. **Three “no shows” in a 12 month period may result in termination from our practice.** Patients with multiple canceled appointments in a row will also fall under our Appointment Attendance Policy.

When you cancel or reschedule on short notice, other patients that needed treatment cannot be seen and that time is wasted. Therefore, we ask for your consideration and that you kindly give us a 24-hour notice if you are unable to keep your appointments. A fifty dollar (\$50.00) appointment fee may be charged to your account if 24-hour notice is not given. Please note that if proper notice is given, or a real emergency takes place the fifty-dollar (\$50.00) appointment fee may be waived.

Implementation:

If a patient fails to be compliant with our policy the following steps may be taken:

1st Occurrence - Patient will be called within 24 hours and notified of missed appointment. Patient will be sent a letter and a reminder of our policy in the mail.

2nd Occurrence - Patient will be called within 24 hours and notified of missed appointment. Patient will be sent a letter in the mail stating that this is their second occurrence and any future missed appointments can result in termination from the practice.

3rd Occurrence - At our discretion, patient may receive a termination letter from our care in the mail.

At our practice, we understand that certain circumstances may cause you to cancel your appointments. Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Please feel free to contact our office about any questions you may have about our Appointment Attendance Policy at 563-355-1853.