

**** NO SHOW POLICY ****

The relationship between doctor and patient is a two-way street. There are rights and responsibilities on both sides. When you make an appointment to see one of our doctors or our physician's assistant, that time is set-aside just for you. We attempt to confirm appointments a day in advance but **ultimately you are responsible to mark your calendar to assure you are available to keep the appointment.** If you miss your appointment it creates several problems:

- 1) Lost time that could have been used by another patient;
- 2) It demonstrates a lack of basic courtesy and respect for our Physicians and our practice.

Below are the consequences for missed appointments.

We do understand there could be a circumstance when you are unable to arrive for appointments. However, if this becomes a pattern for your family's appointments, there will be consequences involved. If you have missed an appointment in our office we ask you to be sure to keep future appointments or cancel them with a two-hour advanced notice to avoid being considered a "no show". Last minute cancellations still result in lost appointment times.

If you do not keep an expanded visit, such as a consultation or Complex check-up there will be a \$50.00 fee for the lost visit.

- **If you miss *more than one standard appointment* within 12 months:**
You will be billed for the 2nd "no show".
- **If you have missed several appointments within the past 12 months:**
You may be billed for the full amount of an office visit, and you are in danger of being discharged from the practice.
- **If you have repeatedly missed appointments within the past 12 months:**
If your family has had 3 no show appointments within a year, or an excessive amount compounding over the years, you may be asked to find another practice that better meets the needs of your schedule.