

# **CANCELLATION AND MISSED APPOINTMENT POLICY**

Our goal is to provide quality individualized medical care in a timely manner.

"No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

## **CANCELLATION OF AN APPOINTMENT**

We understand that there are times when you must miss an appointment due to emergencies or obligation for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" schedule.

In order to be respectful of the medical needs of other patients, please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance.

Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

If an appointment is not cancelled at least 24 hours in advance, you may be charged a twenty-five dollar (\$25) fee; this will not be covered by your insurance company.

## **SCHEDULED APPOINTMENTS**

We understand that delays can happen, however, we must try to keep the other patients and doctors on time. If a patient is 15 minutes past their scheduled time, we may have to reschedule the appointment. If we are able to work you into the schedule, you may experience a wait time until you are seen.

## **HOW TO CANCEL YOUR APPOINTMENT**

To cancel appointments, please call the **front desk (727-819-0440)**. If you do not reach us, you may leave a detailed message on our voicemail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time.

## **LATE CANCELLATIONS:**

A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24-hour advance notice.

## **NO SHOW AND LATE POLICY:**

A "no-show" is someone who misses an appointment, after confirming their appointment, without canceling it. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show." This includes patients that need to be rescheduled due to being 15 minutes past their scheduled appointment (late). These fees that are noted below are not covered by your insurance company.

- First time **late** to appointment: there will be no charge.
  - Second time **late** to appointment: \$25 fee will be billed to your account.
  - Third time **late** to appointment: \$25 fee will be billed to your account and you may be discharged from our practice.
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- First **no-show** to appointment: \$25 fee will be billed to your account.
  - Second **no-show** to appointment: \$25 fee will be billed to your account.
  - Third **no-show** to appointment: \$25 fee will be billed to your account and you may be discharged from our practice.