



Policy for Late Arrivals, Missed Appointments and Late Cancellations

We understand that life happens. However, as a small business, late arrivals, last-minute cancellations and missed appointments can really hurt us. Due to the effect it has had on our clinic in the last year, we are implementing this policy effective July 1, 2024.

- For scheduling purposes: Clients arriving more than 15 minutes after their appointment time may need to be rescheduled so as not to inconvenience other clients/patients.

Should you need to cancel or reschedule an appointment, please call our office as soon as possible, and **no later than 24 hours prior** to your scheduled appointment. If it is after business hours or during the weekend, appointment cancellations made on voicemail or by e-mail need to be made **at least 48 hours prior** to avoid cancellation charges. This gives us time to schedule another patient who is waiting to be seen.

- Current clients
 - 1st missed appointment/late cancellation: Charge of \$60 for the office visit or \$120 for surgery time will be added to your account.
 - 2nd missed appointment/late cancellation: Charge of \$60 for the office visit or \$120 for surgery time will be added to your account **plus** a prepayment of \$100 will be required to schedule another appointment. This prepayment will be forfeited if the appointment is again missed, and no other appointments will be made.
- New clients who fail to show for their appointment will not be rescheduled.

We understand there may be a time when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If this happens, please contact our office to let us know. The practice manager may waive the charges.

As a courtesy we make reminder call for appointments. If you do not receive a call or message, the above policy remains in effect.

Client or Authorized Representative

Date