

# Appointments Policy

Your appointment time is reserved specifically for you and only you; we understand that unplanned issues can come up and you may need to cancel your appointment. If this happens, we ask you to **cancel or reschedule scheduled appointments at least 24 hours in advance.**

Our doctors want to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, another patient loses the opportunity to be treated.

**As of March 1<sup>st</sup> 2025, there will be a \$50 fee added to the patient's account if we do not receive a notification to cancel or reschedule an appointment at least 24 hours in advance.** This fee will be collected before the next appointment.

**Missed appointments, late cancellations, late rescheduled appointments or no shows will have the \$50 fee charged to their account.** After 2 consecutive missed, late rescheduled or canceled appointments, we reserve the right to dismiss the patient.

If the patient or guardian presents a written doctor's note, the fee will be waived. For patients with Medicaid and CHIP that miss or cancel with less than 24 hours of notice, we will let your insurance know of the missed appointment.

Patients that arrive 15 minutes late or more may need to be rescheduled or the amount of treatment may need to change. We will try our best to accommodate your needs, however, we also need to respect other patient's time.

**Depending on the type of procedure we may require an advance payment of 50% in order to setup the appointment. If this is your case, we will inform you accordingly.**

Thank you for being our patient and for your understanding and cooperation.