

Policy for No-Shows and Cancellations with less than 24 hours advanced notice:

- A** If a patient No-Shows for an appointment a charge of \$50 will apply and be billed and must be paid prior to making next appointment. Notification by email or regular mail (if no email address on record) will be sent to the patient after No-show. If there are three no-show appointments in a row a patient termination letter will be emailed or posted by US postal service. The patient may not be re-accepted into the practice as a patient without a plan in place regarding further no-show policy/handling.

- B** If Cancellation of appointment with less than 24 hours advanced notice occurs a \$50 fee will be applied. Further appointments will not be scheduled until the fee is collected. If cancellation without 24 hours advanced notice occurs 3 times in a row a patient termination letter will be emailed or posted by US postal service. The patient may not be re-accepted into the practice as a patient without a plan in place regarding further appointment cancellations.

Example letter for No Show/Cancellation of appointment without 24 hours advanced notice:

Dear (Patient's Name):

Our records indicate that you missed your appointment on _____. Any time you are unable to keep your appointment, we would appreciate a call at least 24 hours in advance of your appointment so we may cancel your appointment and contact another patient for an appointment with our provider/s who have limited availability.

Our telephone appointment reminder system includes information there is a No-Show/Cancelled appointment charge of \$50. Please call our office to make payment and we will assist you with

rescheduling another appointment.

We are interested in your health care and hope to hear from you soon. If you have any questions, please contact me at 541-436-3880.