



Cancellation and No Show Policy & Procedure For Office Visits (Virtual and In-Person), Procedures & Surgery

At Pain Specialty Group, our goal is to provide quality treatment and care in a timely manner to all our patients. We schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. We have implemented a cancellation and "no show" policy which enables us to better utilize available appointments for our patients in need of pain care. The following policy is with regard to patients who fail to keep their scheduled in office/virtual visit appointments, procedure appointments or scheduled surgery appointments. This is effective immediately.

Please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. Available appointments are in high demand and your early cancellation will give another person the opportunity to have access to timely pain care.

General Care

Patients who fail to show for their scheduled appointment or did not notify the office within 2 business days of their scheduled appointment time shall be subject to a "No Show/Cancellation" fee of \$100.00. In the event of an actual emergency and prior notice could not be given, consideration will be given, and a one-time exception may be granted.

Office Procedures

Patients who fail to show for their scheduled office procedure appointment or did not notify the office within 2 business days of their scheduled appointment time, shall be subject to a "No Show/Cancellation" fee of \$250.00.

Surgeries

Patients who fail to show for their scheduled surgery appointment, did not notify the office within 2 business days or cancel less than 14 days of their scheduled surgery appointment time, shall be subject to a "No Show/Cancellation" fee of \$250.00.

If any appointment is cancelled by the physician or office as a medical necessity, then the patient is not subject to this charge. Insurance authorization denials are also an exemption of the fees.

These "No Show/Cancellation" fees are not covered by insurance and are therefore the sole responsibility of the patient.

How to Cancel Your Appointment

To cancel or reschedule appointments, call Pain Specialty Group at 603-778-9921 or email us at info@painspecialtygroup.com. If you have any problems getting through, you can leave a message with your name, appointment date and cancellation reason.