

# Consent for Appointment Cancellation Fees

- ❖ All appointments need to be canceled a minimum of 24 hours prior to the scheduled appointment. If you fail to cancel within 24 hours, we consider this to be a “no-show”.
- ❖ For your reference, we will keep track of the number of appointments where you “no-show”.
- ❖ All new patients who want to schedule an appointment will need to sign this cancellation consent and leave a credit card number with our front desk staff.
- ❖ All established patients who want to schedule an appointment will need to sign this cancellation consent and leave a credit card number with our front desk staff. You will only get charged if you end up “no-showing” a 2nd time. Meaning, you get one free pass to “no-show”. But, after that you will be charged for your 2nd “no-show”.
- ❖ \$75 will be charged after a “no-show” to any average-cost appointments:
  - follow-ups,
  - sick visits
- ❖ \$100 will be charged after a “no-show” to any high-cost appointments:
  - BioTE hormone replacement or hormone consultation
  - Complete physical exams/Annual Exams
  - Two consecutive slots for family members

I agree with the policy above. If I cancel late or miss my appointment, and I have done this once before, please charge the amount discussed above, to the credit card I am giving to you today. I understand that you are entering my credit card information into your ChargeOver platform. I am aware that you use ChargeOver because it is a Payment Card Industry (PCI)-compliant credit card processor with a credit card storage vault.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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