



## LATE TO APPOINTMENT POLICY

**ESTABLISHED PATIENTS:** If you are an established patient and you arrive **10 minutes late or more** to your appointment you will likely be asked to reschedule unless the physician's schedule can still accommodate you. Priority will be given to the patients who arrive on time and you may have to be worked in between them. This may mean you will have a considerable wait. If this is not convenient for you, you may choose to reschedule. One or two late patients cause the entire daily schedule to fall behind and this is an inconvenience to both staff and our patients. We strive to see every patient as close to their appointment time as possible.

**NEW PATIENTS:** If you are a new patient and you do not arrive **30 minutes early** to complete your forms as instructed and it takes more than 15 minutes to complete the forms and the registration process, you may also be asked to reschedule. We ask that you please be courteous of your provider's valuable time and attention. The physicians, office staff, as well as your fellow patients will thank you.

**ULTRASOUND:** The same terms as listed above will apply if you arrive late (more than 10 minutes) to an ultrasound appointment. You may be asked to reschedule at the discretion of the sonographer.

## MISSED APPOINTMENT OR "NO-SHOW" POLICY

While we make every effort to provide a reminder call at least 24 hours before your appointment, it is your responsibility to remember your appointment. We charge a \$35 missed appointment fee to patients who do not keep their scheduled appointment time or who cancel less than 24 hours in advance. If this should happen more than twice, a \$55 charge will be incurred for the third incident. All fees must be paid before a new appointment can be scheduled. After three (3) missed appointments, the practice may at its discretion choose to discontinue your care.

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Your signature acknowledges receipt

Date