

“No-Call, No-Show” Cancellation Policy

We strive to render excellent care to you and the rest of our surgical and aesthetic clients. In order to do so, we have implemented a “no-call, no-show” **Cancellation Policy** that enables us to better utilize available appointments to support our busy practice. As a courtesy reminder, our office will contact you several business days either by personal phone call or automated text messaging or email prior to your scheduled appointment.

We define “no-call, no-show” as any client who misses an appointment or consultation without cancelling at least 24 hours in advance (“no-call”), or who fails to keep a scheduled appointment or consultation (“no-show”).

Because our appointments are in high demand, should you need to cancel or reschedule your appointment please contact our office no later than 24 hours prior to your appointment, as this time will be reallocated to someone else. Failure to contact our office will be considered and recorded as “no-call, no-show” and our policy will take effect.

In the event a 24-hour notice is not provided or you fail to show for a scheduled appointment or consultation, the following stipulations apply:

Established Client: Any established client who is considered a “no-call, no-show” may be charged a \$25.00 (twenty-five dollars) rescheduling fee at the discretion of the acting provider. In addition, any established client who is considered “no-call, no-show” 3 (three) times within a one-year period may be dismissed from 817 Surgical Arts and all future scheduled appointments will be cancelled.

New Client: Any new client who is considered a “no-call, no-show” will be charged \$50 (fifty dollars) to reschedule the missed appointment.

To cancel appointments, please call **817-290-9900** during normal business hours to speak with one of our patient coordinators.