

POLICY REGARDING MISSED APPOINTMENTS

1. All appointments will be confirmed by our office 3 business days before your appointment. We will contact you thru the phone numbers we have on-file. Make sure you have a voicemail set-up for these numbers, that the message inbox is NOT FULL, and that your cellphone is not blocked.
2. Patient **MUST CALL BACK OUR OFFICE TO CONFIRM** that you are keeping the appointment. If you reach our voicemail, please leave a message.
3. To **CANCEL OR RESCHEDULE** an appointment:
 - Patient must call the office **24 hours BEFORE** the appointment. If you reach our voicemail, leave your name and number. We will call you back to confirm that we got your message. **If YOU DO NOT GET A RETURN CALL, WE DID NOT GET YOUR MESSAGE**, and you will be billed for a missed appointment.
 - Cancellations/rescheduled appointments done **LESS THAN 24 hours** to your appointment will be billed as a missed appointment, and therefore will be your responsibility.
 - Excused cancellations/rescheduling less than 24 hours are only accommodated for true emergencies. A written proof must be submitted for consideration.

4. FEE Schedule for Missed Appointments:

MISSED OFFICE VISIT	\$40
MISSED PHYSICAL EXAM	\$60

This is to acknowledge that I am fully aware of the office policy regarding missed appointments. I will be held personally responsible to pay for the charges if I fail to abide by the policy. If my account is referred for collection, I agree to pay the legal and collection expenses including attorney's fees.

(Print Patient's Name or Legal Guardian)

(Signature of Patient or Legal Guardian)

(Date)