

**MESSAGE FROM DOCTOR LOHREY  
CANCELLATION AND NO-SHOW POLICY**

We are truly thankful for each and every one of our patients. The staff and I want to take care of you in the best and most efficient way that we can. We take pride in being much better than other practices in getting you in and out of the office in a reasonable amount of time. Many of you have sung praises to us for this. We know your time is valuable.

We are able to do this because OUR OFFICE DOES NOT DOUBLE-BOOK. That means we only book one patient per time slot. Many offices book more than one patient per slot because too many patients reschedule, cancel or do not show up for their appointments. This can cause big problems when all the patients DO show up on a particular day. You could be waiting for hours.

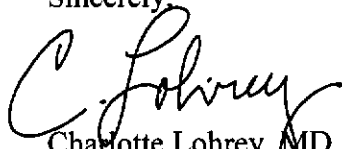
We would love to continue to give you short wait times but WE NEED YOUR HELP. We ask that you keep your scheduled appointment. IF YOU ABSOLUTELY MUST CHANGE YOUR APPOINTMENT, PLEASE GIVE US AT LEAST 2 BUSINESS DAYS NOTICE. We can then continue our single book policy because we will be able to find someone to fill your position. If you do not give us a 48 hour notice, there will be a \$50 charge. After two no-shows, the charge will go up to \$100.

If you are late by 15 minutes or more for your scheduled appointment we will not be able to see you and your appointment will have to be re-scheduled. After your first late arrival any future late arrivals will be given a \$50 fee because the missed appointment spot could have been given to another patient, due to the fact we do not double-book.

Also if you are scheduled to have an Ultrasound in our office and you do not show up for that appointment there will be a \$75 charge. We have to pay the Ultrasound technician even when you do not show up for your appointment.

We enjoy being a part of your life and want you to have the healthiest life possible. We look forward to seeing you FOR LIFE.

Sincerely,

  
Charlotte Lohrey, MD  
Internal Medicine

X \_\_\_\_\_  
*Initial and Date*