

Missed Appointment Policy

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

Late arrivals, more than 30 minutes past the appointed time will be left to the provider to decide whether you are seen between other appointments or rescheduled.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to other patients. To be respectful of your fellow patients, please call our office as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least **48 hours** in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

How to Cancel Your Appointment

If you need to cancel your appointment, please call the phone number for your appointment location, between the hours of 8am and 4pm Monday through Friday.

After-hours or weekend cancellations for the next business day will not be considered timely, and you may incur a missed appointment fee.

No-Show Fee for New Patient Consult: **\$75.00**

No-Show Fee for Established Patient: **\$50.00**

Please make sure you speak with someone, even if this requires that our office call you back. Simply canceling via the appointment reminder call or text reminder is not sufficient notice.

If your appointment is scheduled for a Monday or after a Holiday, please add an additional 24 hours to the cancellation time required.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled within less than **24 hours**, not including nights or weekends, before the appointed time. Meaning Thursday afternoon at 4pm is the latest you may call and cancel a Monday appointment, or Tuesday if Monday is a holiday and still be considered within time.

A no-show is considered when a patient misses an appointment without cancelling or not cancelling within the allotted time. In either case, we may assess a fee to the patient for a missed appointment.

Repeated missed appointments (3 or more) will be scheduled for the last appointment of the day.

Extenuating circumstances will be considered and please understand that miscommunication and mistakes do happen, and we will rectify any no-show fees that are assessed in error.

Please call our billing office 302-225-0462 if you believe you received a no-show fee in error and leave a message and someone will return your call.