

## **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	<b>\$40</b>
MISSED PHYSICAL EXAM	<b>\$60</b>

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.

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(Print Patient's Name or Legal Guardian)

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(Signature of Patient or Legal Guardian)

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(Date)