

CANCELLATION POLICY/NO SHOW POLICY

For provider appointments:

1. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family; however, when you don't call to cancel an appointment, you may be preventing another patient from getting much needed treatment. And conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to seemingly "full" schedule.
2. If an appointment is not cancelled at least 24 hours in advance you will be charged a \$25 (twenty-five dollars) fee that will not be covered by your insurance company.
3. Scheduled appointments: We understand that delays can happen; however, we must try to keep the other patients on time. If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.

Patient responsibilities:

It is the patient's responsibility to check with your insurance carrier to see if a referral is needed for this visit.

Account balances:

We will require that patients with self-pay balances due pay their account balances to zero (0) prior to receiving further services by our practice.

Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to the billing office representative with whom they can review their account concerns.

Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

Signature is agreement