

# CANCELLATION / NO SHOW/ LATE ARRIVAL POLICIES AND FEES

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Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement the following policies. These policies will enable us to better utilize available appointments for our patients in need of medical care.

## **APPOINTMENT CANCELLATION/NO SHOW POLICY**

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel your appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" schedule.

If you need to "*cancel your appointment*", we require that you call within a 24 hour working day in advance. Appointments are high in demand, and your early cancellation will give another patient the possibility to have access to timely medical care.

A "*no show*" is someone who misses an appointment without canceling it within a 24 hour working day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

### ***How to Cancel Your Appointment***

To cancel an appointment you may call or email your office.

## **LATE ARRIVAL POLICY**

We understand that delays can happen; however, we must try to keep the other patients and doctors on time. If you are late 15 minutes past your scheduled time, we may have to reschedule your appointment. Please notify the office if you are running late.

## **FEES**

- Same Day Appointment Cancellation Fee - **\$35**
- No Show Fee - **\$50**
- Copies of Medical Records Fee (Florida Statutes 395.3025) - **\$1.00** per page plus shipping cost
- Returned Check Fee **\$50**
- Disability/FMLA/School Forms to be completed by Doctor - **\$25** per form

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PRINT PATIENT NAME

\_\_\_\_\_

SIGNATURE/PARENT/GUARDIAN

\_\_\_ / \_\_\_ / \_\_\_

DATE

PATIENT ACCOUNT NUMBER \_\_\_\_\_ (OFFICE USE ONLY)