

## **Missed Appointment Policy**

**All insured and non-insured patients** may be charged a \$50 "no-show" fee on the second and third missed appointments and dismissal from the practice may result after a subsequent no-show.

When possible, we require cancellations to be made at least 24 hours prior to your scheduled appointment. All cancellations made with less than a 24 hours' notice may be subject to a cancellation fee.

**No-shows and cancellations are traced by family, not per patient.**

If there are excessive no-shows, they will be handled in the following manner:

**1st No-Show:** The patient will receive a letter informing them they missed their appointment and that another missed appointment, without notifying the practice within 24 hours, may result in a \$50 fee.

**2nd No-Show:** The patient will receive a letter informing them that they have now missed two appointments without notifying the office and they may be charged a \$50 fee.

**3rd No-Show:** The patient will receive a letter informing them that their account has been flagged as habitual no shows and that another no show may result in dismissal from the practice. They may be charged a \$50 fee.

Patients who No-Show a double (or multiple - ie. triplets) appointment: (Bringing in two or more children at the same time), will be restricted from scheduling double appointments in the future.