

## **NO SHOW AND CANCELLATION POLICY**

### **Cancellation of an Appointment**

In order to be respectful of the medical needs of our Community, please be courteous and call promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. This is how we can best serve the needs of our Community. If it is necessary to cancel your scheduled appointment, we require that you call 24 hours in advance. Appointments are high in demand, and your early cancellation will give another person the possibility to have access to timely medical care.

### **How to cancel your appointment**

To cancel appointments, please call (386)325-8305. If you do not reach us, you may leave a detailed message on the voice mail.

### **No Show Policy**

A “no show” is someone who misses an appointment without cancelling it 24 hours in advance of your scheduled appointment. No shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your chart as a “no show”. The first time there is a “no show”, you will be sent a letter or text alerting you to the fact that you have failed to show up for an appointment. If there is a second “no show”, a fee of \$25.00 will be billed to your account and sent to your home. This fee covers administrative tasks associated with your appointment. This fee will need to be paid in full before scheduling any further appointments.

Sign \_\_\_\_\_ Date \_\_\_\_\_

