We value your time and the time of our providers. To ensure timely access to care for all patients, we have established the following policy regarding missed appointments.

Appointment Cancellations

- We require **at least 24 hours' notice** to cancel or reschedule an appointment.
- Appointments canceled with less than 24 hours' notice may be considered late cancellation. Please call us, we are always happy to work with you.

No-Shows

- A **no-show** is defined as failing to arrive for a scheduled appointment without prior notice.
- Patients who arrive **more than 15 minutes late** may be asked to reschedule and may be counted as a no-show. Please call us, we are nice!

Fees

- **No-Show Fee:** $25
- Fees are **not billed to insurance** and are the patient's responsibility.

Repeated Missed Appointments

- Patients with **two or more no-shows or late cancellations within a 12-month period** may be subject to:
    - Pre-payment requirements for future appointments, or
    - Dismissal from the practice, in accordance with clinic policy and applicable law.

Exceptions

- Fees may be waived at the clinic's discretion for emergencies, sudden illness, or extenuating circumstances.

Acknowledgment

By scheduling an appointment with our clinic, you acknowledge and agree to this no-show and cancellation policy.

If you have questions, please contact our office at **210-892-0224**