

# Missed Appointment Policy

1. Appointment Confirmation:
  - a. Patients should receive a reminder call, text, or email to confirm their upcoming appointment. However, it is ultimately the patient's responsibility to maintain all scheduled appointments.
2. Cancellation or Rescheduling:
  - a. Patients should notify the office at least **3 hours** in advance if they need to cancel or reschedule their appointment.
  - b. The preferred method of cancellation or rescheduling is by phone.
3. A missed appointment **fee of \$50** may be charged for any of the following:
  - a. Not showing up for a scheduled appointment.
  - b. Canceling or rescheduling appointments after the 3-hour mark.
  - c. Showing up more than **15 minutes late** for a scheduled appointment.
4. Missed Appointment Fee:
  - a. A missed appointment fee is necessary since any missed appointment is a lost business opportunity for the practice and a lost appointment slot for other patients.
  - b. The patient will be personally responsible for any missed appointment fees since insurance or other third-party payors will not cover missed appointment fees.
  - c. The missed appointment fee may be waived or reduced in certain circumstances, such as emergencies, severe illness, or other extenuating circumstances. Patients will need to provide appropriate documentation or evidence for consideration.
5. Payment of Missed Appointment Fee:
  - a. If applicable, the office will bill the patient's credit card on file for the missed appointment fee immediately following a missed appointment.
  - b. Patients who do not have a card on file must settle the missed appointment fee within 14 days of receiving the notification or before their next appointment, whichever is sooner.
6. Repeat Offenses:
  - a. Patients who repeatedly miss appointments may face additional consequences, such as limitations on scheduling future appointments or dismissal from the practice.

I understand the missed appointment policy and agree to comply with the above guidelines.

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Patient signature

Date