

# Appointment Policy

We understand that circumstances will arise that will require that you miss some of your originally scheduled appointments. However, common courtesy dictates that if somebody is expecting you and you are unable to make the appointment, you should at least call to let them know that you will not be attending. By doing so, you allow us to offer those reserved appointments to patients that urgently need them. We urge you to call us, as soon as it is evident that you will not be able to make it.

From October, 2003 to March, 2004, a total of **898 patients did not keep their appointments, and did not have the courtesy to call and cancel.** To avoid this from happening again, the following appointment policy was created:

## PATIENT'S RESPONSIBILITY:

1. Patients are expected to be on time, and to keep all reserved appointments.
2. **"On time" means:** in the reception area and having signed in, prior to your scheduled appointment time. To be safe, we therefore recommend that you arrive at the reception area and sign in, at least 15 minutes prior to your scheduled appointment time.
3. It is the patient's responsibility to remember the date and time of their appointment. Although we try to provide courtesy calls to remind you of your appointments, the calls are just that, "a courtesy", which occasionally we are unable to provide, due to shortness of staff, or time.
4. Should it become necessary for you to cancel or reschedule an appointment, simply call our front desk at **(336) 538-7180** or toll-free at **(866) 543-5498**.

## MISSED APPOINTMENTS:

1. There are no penalties for **"Cancelations"** or **"Rescheduling"** with more than 24 hours in advance to your appointment.
2. When a patient does not call to cancel an appointment and simply fails to show-up, this is called a **"No-show"**.
3. **No-shows** to an **evaluation appointment** will result in a **\$50.00 administrative charge**.
4. **No-shows** to a **procedure or surgery** will result in a **\$100.00 charge**.
5. To completely avoid a **"No-show fee"**, all you have to do is to call and cancel your appointment with more than **24 hours** in advance.
6. If you are unable to make the 24 hour deadline, it is still a good idea to call and cancel since it will result in a **reduced fee:**
  - a. **\$25.00** for a missed evaluation appointment, and
  - b. **\$50.00** for a procedure or surgery.
7. Three **"No shows"** within a period of 24 months will automatically result in discharge from our program.

## TARDINESS:

1. The cut-off is time is that of your scheduled appointment.
2. As soon as you walk into the reception area, sign in and let the receptionist know that you have arrived.
3. Always arrive 15 to 30 minutes **before** your scheduled appointment. There will be paperwork to complete and information to check before your actual appointment.
4. If you arrive, even 1 (one) minute past your scheduled time, you will be rescheduled and you will also be billed as a **"No-Show"**.

**Reason:** Reserved appointments are 15 minute long, by default. Coming in 15 minutes late, means that you have already missed your entire appointment and are now using someone else's. Allowing patients to be seen, after a late arrival results in everybody's appointments being pushed back, causing scheduling problems for the other patients. For this reason, if you believe you need more than 15 minutes with your healthcare provider, call in advance to ask for more time.

Office, physician, or weather-related clinic closings or cancellations WILL NOT COUNT AS a **"No show"**, and WILL NOT be held against any patients.

**I hereby certify that I have been provided with a copy of this policy.**

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_