



## **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 24 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 scheduled appointment.
  - b. A cancellation (without rescheduling) without the required 24-hour notice.
  - 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 appointments fees.
  - c. The missed appointment fee may be waived or reduced in certain circumstances, such as emergencies, severe illness, inclement weather, or other extenuating circumstances.
5. Payment of Missed Appointment Fee:
  - a. The office will charge the patient's credit card on file for the missed appointment fee.
  - b. Patients who don't have a card on file must settle the missed appointment fee with 14 days of receiving the notification or before their next scheduled 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**

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**Date**