

Important Notice for All Patients

Kindly give 24 hours advance notice if you are unable to keep your scheduled appointment time.

Missed Appointment Policy

It is the policy of this clinic to require 24 hours advance notice for all appointment cancellations to allow the physicians maximum availability for their patients. To ensure availability is managed appropriately, it is necessary for us to have the following policy for missed appointments:

First Missed Appointment

A courtesy notification will be sent to the patient of missed appointment and our clinic policy regarding missed appointments.

Second Missed Appointment

A notification will be sent to the patient of missed appointment, along with a copy of our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00*. This charge is not covered by insurance and is the patient's responsibility. The missed appointment fee must be paid prior to future office visits. **New patients who miss a second scheduled appointment will not be permitted to schedule future appointments or be accepted into the practice by any other physician.**

Third Missed Appointment

A notification will be sent to the patient of missed appointment, our clinic policy, and a bill for a missed appointment charge of \$25.00 or \$50.00*. This charge is not covered by insurance and is the patient's responsibility. **The patient may also be dismissed from the practice due to excessive missed appointments.**

**Missed appointment fees for standard office visits will be charged at \$25.00. Missed appointment fees for Complete Physicals, Well Woman Exams, Well Child Exams or Procedures will be charged at \$50.00 as considerable time is set aside for these visits. Again, this charge is not covered by insurance and will be the patient's responsibility.*

Appeal Policy

You have the right to appeal the missed appointment fee by contacting our office manager at 972-234-3311. Appeal request will be reviewed by patient's physician and office manager. Appeal decision will be sent in writing to the patient.