

Appointment Policy

We understand that circumstances will arise that will require that you miss some of your 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. 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 appointments.
2. **"On time"** means: in the reception area and having signed in, prior to your scheduled appointment time. To be safe, we recommend that you arrive at the reception area and sign in, at least 15 minutes prior to your appointment.
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, 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, 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"** if you call with more than 24 hours in advance to your appointment.
2. When a patient simply fails to show-up, without calling to cancel, 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 avoid a **"No-show fee"**, simply 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 24 months period will result in discharge from our program.

TARDINESS:

1. The "cut-off time" is that of your scheduled appointment. If you are scheduled for 8:00 am and come at 8:01, you may have to be rescheduled.
2. Arrive 15 to 30 minutes **before** your scheduled appointment.
3. As soon as you walk into the reception area, sign in and let the receptionist know that you have arrived.
4. Arriving 1 (one) minute past your appointment start time may require rescheduling.

Reason: Appointments are 15 minute by default. If you believe you will need more time with your provider, call and request extended time. Coming in 15 minutes late, means that you have already missed your entire appointment and are using someone else's time.

EXCEPTIONS:

Office-initiated or weather-related closings or cancellations.

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

NAME: _____ SIGNATURE: _____ Date: _____