
132 East Broadway, Suite 830
Eugene, Oregon 97401
Phone (541) 687-0816
Fax (541) 687-1086

Cancellation policy / No Show Policy for Appointments / Administrative Charges
EFFECTIVE JANUARY 1, 2020, amended June 10, 2022

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy.

1: Cancellation/No Show Policy for Appointments

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Also, the situation may arise where another patient fails to cancel and we are unable to schedule you for a needed visit, due to a seemingly "full" appointment book.

A "No Show" patient is someone who misses an appointment without canceling it **48 business hours** in advance. No shows delay needed care for other patients.

2: How to Cancel Your Appointment

If it is necessary to cancel your scheduled appointment, we require that you call two working days in advance. Appointments are high in demand and your early cancellation will give another person the possibility to have access to timely medical care.

To cancel an appointment, please call our office 8:00am through 4:00 pm at (541)-687-0816, **press option 8 for appointments with Sarah Cassell, MD or Shirree Eberhart, PA, press option 7, for appointments with Simona Braun, MD. Alternatively, press option 1 to speak with the front office.** Please have your calendar ready so that we can give you the next available appointment date.

3: Late Arrivals

We understand that delays can happen, however, we must try to keep other patient and doctors on time. If you are running late, please notify the office.

If you are 15 minutes past your scheduled appointment time, we may have to reschedule your appointment.

4: Fees for Administrative Services

No Show Fee: \$50.00

Returned Check Fee: \$25.00

Medical Records: \$5.00 One Time Fee (up to 10 pages)
\$35.00 Annual Fee
\$5.00 for disc of x-rays images

Please be aware that we are unable to continue to care for patients who frequently NO SHOW or come late to appointments.