



MEDICAL APPOINTMENT CANCELLATION / NO SHOW POLICY

Thank you for trusting your medical care to Yarmouth Medical Center. When you schedule an appointment with Yarmouth Medical Center we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/NoShow Policy below:

- **Effective May 1, 2022** any established patient who fails to show for an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show and charged a **\$25.00 fee**.
- Any established patient who fails to show for an appointment with no 24 hour notice a **second** time will be charged a **\$50.00 fee**.
- If a **third** no show with no 24 hour notice should occur the patient may be **dismissed** from Yarmouth Medical Center.
- Any new patient who fails to show for their initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and **is due upon receipt**.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy will remain in effect.
- As a reminder if you arrive more than 15 minutes late for your appointment, you may be asked to reschedule to another time.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact our office any time during our normal business hours if you must cancel or reschedule an appointment; should it be after hours you may leave a message with our answering service.

Thank you for your cooperation in this important matter.

Yarmouth Medical Center, LLC

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