NO SHOW POLICY

A "No Show" means that a patient did not show up for their appointment, did not cancel the appointment with adequate notification, or was late and the appointment could not be accommodated due to scheduling. When you schedule an appointment to see one of our providers, that time is set aside, just for you, to accommodate the appropriate time needed to give you the best care possible. We will attempt to confirm appointments a day in advance. However, it is ultimately your responsibility to remember and keep that appointment. If or when you miss an appointment, it causes lost time that could have been used by another patient.

We do understand that there may be circumstances beyond your control that will cause you to miss an appointment. We will do our best to reschedule the appointment in these cases. However, we do have a "NO SHOW" policy in place. We ask if you are aware that you will miss an appointment, please give us at least 24-hour notice to cancel the appointment.

In the case of a same day appointment, 24-hour notification is not available. If missed, it will be considered a “NO SHOW", unless there is an emergency. Last-minute cancellations result in lost appointments for other patients.

If an appointment is not canceled with 24-hour notification, a $75 fee will be incurred.

If an expanded visit, such as a consult, hew patient, or complex visit, is missed or not canceled without a 24-hour notification, a "NO SHOW" fee of $100 will be incurred, as these visits are scheduled for a longer period.

If you miss more than 5 appointments within a 12-month period or repeatedly miss appointments, you will be asked to find another primary care provider that will better meet your scheduling needs.