



### **Timeliness & Missed Appointments**

Our practice makes every effort to run on time with appointments, as we believe everyone's time is equally valuable.

As a courtesy, we will do our best to remind you of your upcoming appointments via phone or text message.

We ask that you arrive **15 minutes before your scheduled appointment time**. We understand sometimes things happen beyond your control that may cause you to be late. However, we reserve the right to ask you to reschedule if you arrive late for your appointment.

**Missed Appointments:** Broken appointments represent a cost to us, to you, and to other patients who could have been seen in the time set aside for you. We reserve the right to charge a fee for canceled or missed appointments. We request 24 hours notice for cancellation of appointments.

A fee of \$50 will be charged for **any missed** appointment. The **third missed** appointment for your family could result in discharge from the practice.

**For new patients, you will no longer be permitted to establish care at our office if the FIRST appointment is missed.**