



Cancellation, Missed Appointment, & Late Arrival Policy



Policy Information

Our goal is to provide quality individualized care to all of our patients. Cancellations, no-shows, and late arrivals, inconvenience those individuals who need access to our practice and make it difficult for us to provide quality care in a timely manner. In order to minimize this we have put this policy in place. This policy applies to all of our patients, however, patients with a membership to our practice will not be charged the fee unless this behavior becomes repetitive and/or disruptive to the daily workflow. This policy goes into effect immediately.

Cancellation of an Appointment

If it is necessary to cancel a scheduled appointment, we require that the patient contact our office **at least 24 hours in advance**. Appointments are in high demand and an early cancellation assists us in making sure others are able to gain access to the care they need.

Cancelling an appointment without 24 hour advance notice will result in a charge of \$25.00 that will be billed to the credit card on file. If, for some reason, we do not have a credit card on file for the patient, the \$25.00 fee will be charged to the patient when the next appointment is made and must be paid prior to the appointment being booked.

Missed Appointments - "No-Shows"

A "No-Show" occurs when a patient misses an appointment without cancelling it. **A "no-show" will result in a \$50.00 fee that will be charged to the credit card on file.** If for some reason, we do not have a credit card on file for the patient, the \$50.00 fee will be charged to the patient when their next appointment is made and must be paid prior to the appointment being booked.

A patient that accumulates three (3) "no-show" appointments will be required to pay for the full amount of their next appointment in advance in order for that appointment to be placed on the schedule. This charge is non-refundable and will be forfeit if the appointment is missed due to a "no-show"

Late Arrivals

We try to make sure that all patients are seen in a timely manner so in keeping with our current policy, a patient arriving more than five (5) minutes late for their appointment will need to be rescheduled. In addition we ask that patients arrive approximately ten (10) minutes prior to their scheduled appointment time in order to complete necessary paperwork. (The 10 minute early arrival times do not apply to patients with scheduled appointments at 9:00am and 1:30pm.)

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