

MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Medical Associates of Drexel Hill. When you schedule an appointment with our practice we set aside enough time to provide you with the highest quality care. Should you need to cancel or rescheduled 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/No Show Policy below:

- Effective January 1, 2018 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$40.00 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a **second** time will be charged a **\$50.00 fee**.
- If a **third**, No Show or cancellation/reschedule with no 24-hour notice should occur you may be dismissed from the practice.
- Any new patient who fails to show for their initial visit will be contacted to reschedule if they do not keep the second appointment, we will send a letter to your primary physician or the physician who referred you to us.
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.

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 to discuss.

I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.

Signature

Printed Name

Staff Witness Signature

Date