



NO SHOW AND LATE CANCELLATION POLICY

Cancellation of an Appointment:

In order to be respectful of the medical needs of our Community, please be courteous and call promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call **24 business hours** in advance. Your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment:

To cancel appointments, please call or text **(210) 568-7555**. If you do not reach the receptionist, you may leave a detailed message on the voice mail or send a message through the patient portal.

Late Cancellations:

Same day cancellations will be considered as a "late cancellation" and will be charged **\$50 fee**.

No Show Policy:

A "no show" is someone who misses an appointment without canceling it 24 business hours in advance of your scheduled appointment. (Example: your appointment is at 3 pm on Wednesday. You need to call by 3 pm on Tuesday). No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your chart as a "no show". This **fee of \$50** will need to be paid in full before scheduling any further appointments. Three follow-up "no shows" in a 12-month period of time will result in discharge from the practice.

Patient Signature _____

Date _____

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