



### **CANCEL/NO-SHOW POLICY**

This policy has been established to improve appointment availability and access to care for our patients.

Parents are asked to call and cancel an appointment 24 hours prior to the scheduled date/time. A courtesy call to us should be made regardless of the time of the appointment. If we do not receive notice from the patient, the visit will be considered a no-show. Please keep in mind that missing or cancelling appointments at the last minute leaves other patients unable to be seen in a timely manner.

New patients who do not keep their first scheduled new patient appointment run the risk of NOT being re-scheduled. Exceptions to this policy must be approved by a provider or by the office manager.

*Note: If you arrive later than 20 minutes, please refer to our LATE POLICY. (see below)*

Patients who consistently fail to present themselves for scheduled appointments will be considered chronic no-show. Three cancels or no-shows could result in dismissal from Precision Orthopedics P.C.

### **LATE POLICY**

We are committed to prompt service and will work very hard, barring emergencies, to stay on time. We may ask you to reschedule if you arrive for your appointment more than 20 minutes after your scheduled appointment. Time management in a physician office is often a frustration to patients, staff and providers. We realize this and ask for your help and understanding.

Patients who arrive on time for appointments help our office stay on schedule.