

## CANCELLATION & NO-SHOW POLICY

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment, you provide **more than 24 hours' notice**. This allows another person who is waiting for an appointment to be scheduled in that time slot.

**Office appointments cancelled with less than 24 hours' notice** may be subject to a **\$25.00** cancellation fee.

**Patients who do not show up** for their appointment without calling to cancel will be considered a **No-Show** and may also be subject to a **\$25.00** No-Show fee.

Cancellation and No-Show fees are the sole responsibility of the patient and **must be paid in full before the patient's next appointment**.

We understand that special, unavoidable circumstances may cause you to cancel within 24 hours. Fees in this instance may be waived, but only with management approval.

Our practice firmly believes that a good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no-show fees should be directed to the **Billing Department** at **(586) 436-3785 ext. 107**.