

No Show and Cancellation Policy

It is our desire to provide timely and accessible care to all of our families at Day Kimball Medical group. We will make every effort to accommodate your scheduling needs. In return we ask for your help by keeping your scheduled appointments. In order to be respectful of the medical needs of other patients, please be courteous and call the office promptly if you are unable to keep an appointment. This time can then be offered to someone who is in urgent need of care.

No Show Policy:

Failure to arrive for your scheduled appointment will be addressed in the following manner:

Established Patients

- **First missed appointment** – You will receive a phone call informing you of your missed appointment with the opportunity to reschedule with the office. You will also be reminded you have incurred a \$40.00 no-show fee.
- **Second missed appointment** – You will receive a phone call informing you of your second missed appointment with the opportunity to reschedule with the office. You will incur an additional \$40.00 no-show.
- **Third missed appointment** – You will be notified of your third missed appointment and may be subject to dismissal from the practice at the physician's discretion and you will incur an additional \$40.00 no show fee.

New Patients

- **First missed appointment** – You will be notified of your missed appointment and may be subject to dismissal from the practice at the physician's discretion and you will incur a \$50.00 no show fee.

Cancellation Policy: Appointments are in high demand and your early cancellation will give another patient access to timely medical care. Please notify us at least 24 hours in advance when canceling an appointment so that we are able to make that time available to others who need medical assistance.

Canceling an Appointment: To cancel appointments please call the office during our regular business hours. Our automated reminder service will call to confirm your appointment time two days before your scheduled appointment. You will be given the option to choose to confirm or reschedule at that time by following the prompts. You may call us to reschedule your appointment during our regular business hours. Please do not leave a message after hours using the answering service; they are unable to pass this information along to us.

We appreciate your consideration.

I understand the No Show and Cancellation policy and the importance of calling to cancel my appointment in advance.

Signature

Date