



Broken Appointment Policy

What is a Broken Appointment?

A broken appointment is defined as reserved block of time scheduled for a patient in which that patient fails to provide a verbal or electronic (e-mail) notification of cancellation in less than a **48 hour period** (2 full business days) or just “no shows” without any advanced notice.

Broken Appointment Fees

In the case suitable notification has not been received as stated above then a broken appointment fee will be applied or the appointment reservation fee will be lost. The fees are as follows:

1st Broken Appointment- \$50

2nd Broken Appointment - \$50 and a deposit for future appointments is required

3rd or more broken appointments- after 3 broken appointments in a 12 month period you may be subject to dismissal from the practice.

ALL SURGERY APPOINTMENTS THAT DO NOT CANCEL/ RESCHEDULE 72 HOURS PRIOR TO THE SCHEDULED APPOINTMENT WILL LOSE THEIR APPOINTMENT RESERVATION FEE!!

It is the patient's obligation to remember the appointment he/she scheduled with our practice. We understand that situations may arise that may not permit you to give us a two day business day cancellation. Exceptions to this policy will be determined on an individual basis according to the circumstances.

Signature

Date