

NO SHOW APPOINTMENT AND COLLECTION POLICY

1. NO SHOW POLICY FOR DOCTOR APPOINTMENTS

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment.

Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to seeming “full” appointments schedule. **If you don’t call and cancel and are a No Show for our appointment, you will be charged a twenty-five dollar (\$25) fee; this is not covered by your insurance company. This fee will need to be paid before another appointment will be scheduled.**

2. SCHEDULED APPOINTMENTS

We understand that delays can happen however we must try to keep the other patients and doctors on time.

If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.

3. ACCOUNT BALANCES

Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to a billing office representative with whom they can review their account and concerns.

Patients with balances over \$100 MUST make payment arrangements PRIOR to future appointments being made.

4. COLLECTIONS

If your account is turned over to our collection agency for non-payment you will be responsible for a collection fee in addition to the delinquent balance of your account. Additionally you will be responsible for attorney fees should account go into litigation.

Michelle Nelson
