

## Cancellation and Missed Appointment Policy

Our goal is to provide quality individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments and last minute cancellations. This policy enables us to better utilize available appointments for other patients in need of timely medical care.

### **Cancellation of an Appointment:**

In order to be respectful of the medical needs of other patients, please be courteous and call Asheville Women's Medical Center promptly if you are unable to keep an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call 828-258-9191 at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the opportunity to access timely, high quality medical care.

### **How to Cancel Your Appointment:**

To cancel appointments, please call 828-258-9191.

### **Last Minute Cancellations:**

A late cancellation is considered when a patient fails to cancel their scheduled appointment with 24-hour advance notice. A failure to cancel a scheduled appointment more than 24 hours prior will be recorded in your medical record as a "late cancellation".

### **No Show Policy:**

A "no-show" is someone who misses an appointment without cancelling it in an adequate time frame and manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show."

### **Fees for Late Cancellations or No Shows for Established Patients:**

- First late cancellation or no show for established patients: \$50 fee will be billed to your account and will need to be paid prior to your rescheduled appointment
- Second late cancellation or no show for established patients: \$75 fee will be billed to your account and your care team will decide if the appointment can be rescheduled
- Third late cancellation or no show for established patients: You will be discharged from our practice.

### **Fees for Late Cancellations or No Shows for New Patients:**

- First late cancellation or no show for new patients: \$75 fee will be billed to your account and will need to be paid prior to your rescheduled appointment
- Second late cancellation or no show for new patients: \$100 fee will be billed to your account and you will be discharged from our practice.

Please sign and date below indicating that you have read and agree to this policy.

Name \_\_\_\_\_

Date \_\_\_\_\_