

## **No Show Policy for In Office/Telemedicine 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 reschedule or cancel your appointment, you may be preventing another patient from getting the opportunity to be seen.

If you don't call to reschedule/cancel your appointment and are a No Show and have a commercial insurance or are self-pay, you will be charged a Twenty-Five-dollar (\$25) fee; this is not covered by your insurance company. If you are charged a fee, it will need to be paid before another appointment is scheduled. If you have any other insurance plan, we will inform the insurance of continuous No Shows.

### **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 10 minutes past their scheduled time, the appointment will be rescheduled to another day/time\*\*\***

### **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 our 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.**

### **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 the account go into litigation.

Sign \_\_\_\_\_ Date \_\_\_\_\_