



# FOOT & ANKLE

## INSTITUTE OF THE CAROLINAS

### **Patient No Show Policy**

Patients who No-Show their appointment are preventing others from receiving timely care.

We require the following notices to cancel or reschedule an appointment. Please call our office at 252-443-7114.

You may speak to a staff member or leave a voicemail. You can also use your patient portal.

- Provider Appointment – 24 hour notice to avoid a \$50 fee
- Vascular Studies (circulation) – 72 hour notice to avoid a \$ 100 fee
- Outpatient Surgery – Any cancellation will be a \$200 fee

What is a No-Show?:

- Cancelling an appointment less than the required time frame
- Not coming to an appointment
- INCLUDES canceling/rescheduling your appointment the same day you are scheduled to be seen.

Arriving Late:

- Your appointment will be rescheduled, and it will be considered as a no-show
- Please call our office to make us aware of your late arrival prior to arriving

Dismissal from our Practice will occur after:

- Being disrespectful to providers/staff
- Rescheduling THREE appointments
- No-Show TWO appointments (established patients)
- You will be given ONE verbal or written warning of your appointment history before dismissal

NEW PATIENTS:

- If you have not been seen in our office for 3 years, you are considered a NEW patient
- If you No-Show your FIRST visit, you will NOT be rescheduled
- You are considered an established patient after your first visit

### **YOU ARE RESPONSIBLE FOR REMEMBERING YOUR APPOINTMENT DATE AND TIME!**

You will receive many reminders about your appointment. Please do NOT ignore these! The reminders include phone calls, emails, text messages and alerts in your patient portal.

Please do not confirm your appointment unless you know that you can.

**PETER MOYER, DPM | SCOTT MARTIN, DPM**

**Medical & Surgical Foot & Ankle Specialists**

| *Diplomate of the American College of Foot & Ankle Surgery*  
| *Fellow of the American College of Foot & Ankle Surgeons*

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