



## MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Plateau Foot & Ankle Clinic. When you schedule an appointment with Plateau Foot & Ankle Clinic, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective February 1, 2023 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show and charged a **\$35 fee**.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit or directly mailed to the patient.
- As a courtesy, we have reminder emails and text messaging for appointments. When time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment which we may be able to waive the fee. Should you try to contact us after regular business hours Monday through Thursday, or a weekend, you may leave a message.

**I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.**

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Signature (Patient/Legal Guardian)

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Relationship to Patient

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Printed Name

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Date