



Missed Appointment Late Cancellation No Show Policy

MISSED APPOINTMENT/LATE CANCELLATION/NO SHOW POLICY

We strive to provide excellent medical care to you and to all of our patients. Consistent with this, we have developed missed appointment, late cancellation and no show policies that allow us to better schedule appointments for all patients. When an appointment is scheduled, that time has been specifically reserved for you and when it is missed that time cannot be used to treat another patient in need of care. We sincerely appreciate your assistance and cooperation as this allows for a smooth office flow and more efficient use of your time.

APPOINTMENT REMINDERS

- For our returning patients, we provide an appointment reminder card at the conclusion of your visit for your next visit. As a courtesy to our patients, we send out a text confirmation message 7 days prior to your appointment. The text message will allow you to confirm or cancel your appointment. If you do not respond to the text message, you will receive an automated voice message 6 days prior to your appointment that will allow you to confirm or cancel your appointment. We provide 3 methods of appointment reminders: appointment card, text message, and a voice message (only if no confirmation/cancellation from the text message). Please always take the time to verify and update demographics every visit to ensure we have the most up-to-date information for communication on file. If you do not cancel your appointment, we will assume that you will be attending your appointment and prepare accordingly. If you fail to provide our office the courtesy of cancelling or rescheduling your appointment at least 3 business days your account will be assessed a \$50.00 fee.

LATE ARRIVALS

- If you arrive late for your appointment, it is highly unlikely that we will be able to offer you an appointment the same day and your account will be assessed a \$50.00 fee. We realize that some events such as traffic and other emergencies occur. Please call our office at 678.370.0370 to speak with our staff as soon as possible in this situation.

NO SHOW

- If you confirm an appointment and then do not show, your account will be assessed a \$50.00 missed appointment fee. For a missed surgical appointment in our office, your account will be assessed a \$150.00 missed appointment fee.

EMERGENCY

- We understand there may be times when an unforeseen emergency occurs. If you should experience extenuating circumstances, please contact our office to provide the information. Management will review the information to determine if a fee will be assessed or waived.

REPEAT CANCELLATION/RESCHEDULE/NO SHOW OF ESTABLISHED PATIENT

- Established patients who have an excessive history of late cancellations, missed appointments, or a combination of the two will be subject to discharge from the practice.

Ultimately, it is your responsibility to keep up with your scheduled appointment. You are always welcome to call our office at 678.370.0370 for any clarification or rescheduling needs. Also, your patient portal will have your appointment information for your use as well. Also, you are able to submit a cancel/reschedule request via your patient portal.

**I have read and understand the Missed Appointment/Late Cancellation /No Show Policy and agree to its terms.
I also understand and agree that such terms may be amended from time to time by the practice.**

Authorized Signature

Relationship to Patient

Printed Name

Date

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