

No Show & Cancellation Policy For Troy Family Practice, P.L.L.C.

Patient Name: _____ Date of Birth: _____

Dear Patient,

Effective immediately, Troy Family Practice, P.L.L.C. has instituted a formal policy regarding cancellations and “no shows”. A “no show” is defined as a scheduled appointment that the patient does not keep. Patients are expected to call to cancel if they can not make a scheduled appointment.

No Shows:

First occurrence: Patient will be sent a letter or called. No fine is assessed.

Second occurrence: Patient will be charged a \$25 fee.

Third occurrence: Patient will be charged a \$50 fee. Patient may be discharged from the practice. The decision whether or not to discharge you will be at your doctor’s discretion.

**** Any additional “no shows” the patient will be charged the full price of the scheduled office visit. ****

Cancellations:

Routine appointments: (e.g. Blood pressure visits, colds, back pain) should be cancelled at least 4 hours before the scheduled appointment time. Any appointments cancelled less than 4 hours before the scheduled appointment time will be treated as a “no show”.

Complete Physical Exams or Pre-Operative Clearances: should be cancelled at least 24 hours prior to the scheduled appointment time. Any appointments cancelled less than 24 hours prior to the scheduled appointment time will be treated as a “no show”.

Other Notes:

Any “no show” appointment that had occurred prior to the institution of this policy (January 1, 2007) will be counted towards your “no show” totals. If you want to inquire about whether you have “no showed” in the past, you can inquire with your medical assistant at your next visit. We apologize for the need of this policy. Unfortunately, we’ve had too many patients abusing our existing policy.

Signed

Date

Witnessed