

Our goal is to provide quality individualized medical care in a timely manner. “No-shows”, and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

### **Canceling/Rescheduling of an Appointment**

In order to be respectful of the medical needs of other patients, please be courteous and call us promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel or reschedule your appointment, we require that you call at least 72 business hours in advance.

Appointments are in high demand, and your early notice will give another person the possibility to have access to timely medical care.

### **How to Cancel Your Appointment**

To cancel/reschedule your appointment, please call 321-254-6803 or text 321-301-7612

### **Late Cancellations/Reschedules**

The first time a patient fails to cancel or reschedule the appointment within 72 hours, the late fee will be waived. Thereafter, a \$50 fee will apply.

### **No Show Policy**

A “no-show” is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a “no-show”.

First missed appointment: there will be a \$50 fee.

Second missed appointment: You will need to pre-pay the entire appointment fee to reschedule your appointment.