



NO SHOW / CANCELLATION POLICY

In order to provide the highest quality care to our patients, we have established a formal “No Show / Cancellation Policy”. This is intended to increase physician and staff productivity, to improve timely access to all patients, to reduce / eliminate empty slots in the appointment schedule and to reduce the fiscal impact due to loss of revenues.

We understand that there may be circumstances that require you to cancel an appointment, but we require that you notify our office no less than 48 hours in advance.

Your appointment time has been reserved for you, and if you do not keep it, this results in being wasted time for other patients who could have been seen as well as for our staff. This is not fair to anyone.

When you no show or cancel an appointment, the failure to keep your scheduled appointment is documented. Should these events occur in excess, you will only be rescheduled in the **Alternative Schedule**.

DEFINITIONS:

NO-SHOW occurs when a patient:

- makes an appointment then fails to keep the appointment
- forgets to cancel the appointment
- neglects to cancel the appointment 48 hours prior to the scheduled time

CANCELLATION occurs when a patient contacts the office and provides a 48 hour notification prior to the appointment that they cannot keep the appointment.

15 MINUTES LATE occurs when a patient arrives 15 minutes late for an appointment without prior notification. Should this occur, a patient may be asked to reschedule. This late arrival may also be classified as a no-show.

ALTERNATIVE SCHEDULING occurs when a patient no-shows or cancels for two appointments. If the patient wishes to schedule again, the patient may be rebooked as an alternative schedule patient. .

It is our intention that this policy be clear and concise and that it underscores the importance of keeping scheduled appointments. We want to clearly state consequences if this policy is not adhered to. This is being done in an effort to respect the schedules of everyone involved.

APPOINTMENT CONFIRMATION PROCEDURE

Unable to Contact by Telephone

In the event you are unable to provide a telephone contact number, **it will be your responsibility to call our office (414) 354-0772 at least 48 hours prior** to your scheduled appointment time to confirm.

24 Hour Friendly Reminder Telephone Confirmation-ALL patients

A representative of our staff will telephone you 24 hours prior to your scheduled appointment as a friendly reminder.

OVER>>>



72 Hour Telephone Confirmation Call (NEW CONSULTS ONLY)

A Patient Account Representative will telephone three (3) days prior to your scheduled appointment to (a) verify that you received the intake packet; (b) confirm your appointment time, and (c) request and/or provide you with additional information relating to your appointment.

Three attempts will be made to reach you by telephone. These calls will be placed in the morning, afternoon and evening. If by the evening telephone call, we have not been able to personally speak with you, **you must call our office between 8:30 a.m. and 9:30 a.m. to either confirm or cancel your appointment.**

48 Hour Required Telephone Confirmation Call (NEW CONSULTS ONLY)

We cannot guarantee an appointment slot will be reserved, unless we speak with you personally 48 hours prior to your scheduled appointment time. If we have been unable to speak with you personally to confirm your appointment, it is your responsibility to call us at (414) 354-0772 within 48 hours of your scheduled appointment time.