



NO SHOW AND LATE PATIENT POLICY

No-Show Policy

With escalating costs of running a medical practice we have instituted a \$100.00 no-show fee for new patients that fail to show up for their initial scheduled appointment. We require a credit card on file at the time of the initial appointment. It will be due and payable at the time of their rescheduled appointment. A \$50.00 no-show fee will be instituted for established patients who fail to show up for their scheduled appointment. This will be due at the time of their rescheduled appointment. Since we have patients waiting to be seen and a busy schedule, not showing up is not fair to the other patients or Dr. Kiley.

This does not apply to patients who call to cancel or reschedule before their scheduled appointment time.

Late Policy

This disrupts the flow of the office for the remainder of the office day and is not fair to Dr. Kiley, the staff, nor the other patients. Getting lost is not an excuse. If there is time in the schedule later in the day a late patient can be rescheduled. If not and you are late you will be rescheduled for another day. No late patients will be taken ahead of patients who are scheduled and on time. All patients should arrive early for their appointment, especially new patients, but anyone arriving more than 5 minutes late, particularly if they are likely to be a complex patient, shall be rescheduled; if they are an emergency patient we will work them in as possible.

I have read and understand these office policies

X _____ Date _____