

Dr. Dunham Family Practice

Jocelyn B. Dunham, MD, PA

No Show/Late Cancellation Policy

This policy has been established to help us serve you better and becomes **effective 01/01/2015**.

It is necessary for us to make appointments in order to see our patients as efficiently as possible. No-shows and late-cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows and late-cancellations delay the delivery of health care to other patients, some who are quite ill.

A “no show” is missing a scheduled appointment, which includes being in excess of 10 minutes late. A “late cancellation” is canceling an appointment without calling us to cancel 24 hours in advance of an office visit.

We understand that situations such as medical emergencies occasionally arise when an appointment cannot be kept and adequate notice is not possible. These situations will be considered on a case by case basis.

A charge of \$35.00 will be assessed for each no-show or late-cancellation office visit appointment if less than 24 hours notice is given.

Please understand that the insurance companies consider this charge to be entirely the patient's responsibility.

Also note, if a patient has 3 or more no-shows or late cancellations in a 12 month period, they may be dismissed from the practice.

Please let us know if you have any questions.

Jocelyn B Dunham, MD