**Late or Missed Appointment Policy**

Our goal is to provide quality individualized medical care in a timely manner. No-shows, late shows and cancellations inconvenience those individuals who need access to our services. We would like to remind you of our policy regarding missed appointments.

**Cancellation of an Appointment**
In order to be respectful to the medical needs of our other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to another patient who is in need of an appointment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely care.

**How to Cancel Your Appointment**
To cancel your appointment, please call 224-470-8550. If you do not reach a staff member, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

**Late Cancellations:** A cancellation is considered to be late when the appointment is cancelled without a 24-hour advance notice.

**No Show Policy:** A “no-show”, is a patient who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no-show”. This includes arriving 15 minutes after your scheduled appointment time.

The first time there is a “no-show” or late cancellation there will be no charge to the patient. A 2nd occurrence will result in a fee for the missed visit. The 3rd occurrence will be the fee of the visit and the patient may be discharged from the practice.

Please confirm that you have read this by initialing space indicated at the bottom of your Patient Registration form.

Thank you.