

Appointment No-Show/Cancellation Policy

Ensuring Efficient and Fair Scheduling

Introduction

At Elkton Dermatology, we are committed to providing the best possible care for our patients. In order to maintain a high standard of service and ensure that all patients have access to timely medical care, we have implemented the following appointment no-show and cancellation policy. This policy has been designed to reduce the number of missed appointments and late cancellations, which can negatively impact our ability to provide quality care.

Policy Guidelines

Appointment Confirmation

Our office will call you 3 days prior to remind you of your scheduled appointment. If you need to cancel your appointment or reschedule it, please inform the office when we call to confirm it.

Cancellation Policy

If you need to cancel or reschedule your appointment, please notify our office at least 48 hours in advance. This allows us to offer the appointment slot to another patient who may need urgent care.

- Less than 24 hours' notice: Cancellations made with less than 24 hours' notice will result in a cancellation policy reminder.
- Same-day cancellations: Same-day cancellations will incur a \$25.00 fee unless there is an emergency or extenuating circumstance. Documentation may be required.

No-Show Policy

A "no-show" is defined as a patient who misses an appointment without providing prior notice. No-shows disrupt our schedule and prevent other patients from receiving the care they need.

- First no-show: Patients will receive a reminder of our policy and no fee will be charged.
- Subsequent no-shows: A fee of \$50.00 will be charged for each missed appointment without prior notice.
- Recurring no-shows: Patients who repeatedly miss appointments more than 3 times will not be given a specific appointment time slot. They will be required to wait for an opening either at the beginning of our morning session which begins at 9:00am or at the beginning of our afternoon session which begins at 2:00pm.

Late Arrivals

To ensure timely service for all patients, we request that you arrive at least 15 minutes before your scheduled appointment time.

- Less than 15 minutes late: We will do our best to see you, but you may experience a wait or a shortened appointment time.
- More than 15 minutes late: You may be asked to reschedule, and a late arrival fee of \$25.00 will be charged.

Exceptions and Special Circumstances

We understand that emergencies and unforeseen circumstances can occur. If you are unable to attend your appointment due to an emergency, please contact our office as soon as possible to explain the situation. Exceptions to the cancellation and no-show policy may be made on a case-by-case basis at the discretion of the office management.

How to Avoid Fees

Our goal is to provide you with the best care possible, and we want to avoid charging fees for cancellations and no-shows. Here's how you can help:

- Confirm your appointment: Respond to appointment reminders and confirm your attendance.
- Notify us early: If you need to cancel or reschedule, give us at least 24 hours' notice.
- Arrive on time: Plan to arrive at least 15 minutes before your appointment.

Contact Information

If you have any questions about this policy or need to cancel or reschedule an appointment, please contact our office at 443-485-6614 or message us via the Patient Portal. We are here to help and will work with you to accommodate your needs.

Conclusion

Thank you for your understanding and cooperation with our appointment no-show and cancellation policy. By adhering to these guidelines, you help us provide quality care to all our patients in a timely and efficient manner. We value your commitment to your health and look forward to serving you.

Sincerely,

Kimberly A. Stone

Office Manager