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There is currently a shortage of urologists in Hawaii and specifically in Maui. By seeing Dr. Carlsen for your urologic and related health care needs you understand and agree to the following:

1. **Dr. Carlsen is not always available.** After hours, for emergency or urgent care needs, please call 911 or go to the nearest ER. Dr. Carlsen has days off and vacation from time to time and there may not be another urologist available in Maui during those times. Urgent or emergency urologic medical care may require travel to another island.
2. **There is not always a urologist on call for Maui Memorial Medical Center.** If not, they may transfer you to a hospital on another island for any emergent urologic medical care needed (e.g. Queens Medical Center).
3. **It is your responsibility to follow up to review results.** Follow-up appointments are made for most labs, imaging and other results. If there is not a follow-up appointment scheduled, it is your responsibility to call or access one of the online portals for results. If you have any questions, please call. If it is a multipart or complex question we may request that you follow-up to discuss.

24/48 hour cancellation/change/no-show policy.

No-shows and late cancellations prevent us from being able to take care of people that need medical treatment. All no-shows and appointments cancelled in less than 24 hours (48 hours for procedures) are subject to the following charges. Appointment change will be accepted in <24 hours, but if the changed appointment is cancelled, even with >24 hour notice, the fee will re-apply. You will be expected to pay this fee before being seen again by our providers and it is likely this is not covered by your health insurance (i.e it will be an out-of-pocket expense). Three (3) no-shows or late cancellations and you may be asked to leave this practice and find another urologist (Two (2) for patients with Quest/Medicaid insurance).

24hr notice required to change or cancel:

\$10 for established patients / follow-up visits

\$20 for new patients and new consults

48hr notice required to change or cancel:

\$50 for in-office procedures (e.g. vasectomy, cystoscopy, prostate biopsy, others)

\$100 for surgeries

We understand that we are not always on time or may have to reschedule patients. This is especially true with the current urologist shortage. At first this policy may seem hypocritical, but these generally happen because of medical emergencies or patients with complex medical issues that require additional time than was expected. Sometimes an elderly, non-English-speaking or disabled patient just needs some extra time to fill out forms, dress and check in and out. We expect you will understand if you or your family member ever find yourselves in such a situation and we give you a little extra time.

Thank you.

Received, reviewed and understood (all questions answered)_____.

Date_____