

Perez Neurology

2695 S LeJeune Road

Suite 200

Coral Gables, FL 33134

P: 305-529-5558

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perezneurologymanager@gmail.com

www.perezneurology.com



P E R E Z N E U R O L O G Y

No Show or Late to Appointment Policy

Dear Valued Patient,

We appreciate your trust in our neurology practice and the opportunity to provide you with quality care. To ensure the smooth functioning of our practice and to provide timely and efficient service to all our patients, we have implemented the following policy regarding missed or late appointments.

1. Appointment Confirmation:

- A confirmation call or message will be sent to you before your scheduled appointment to remind you of the upcoming visit.
- Please let the office know ahead of time if you need to reschedule your appointment.

2. No Show Policy:

- A "No Show" is defined as missing an appointment without prior notice.
- In the event of a "No Show," a fee of \$50.00 will be charged to your account as this would have allowed the provider to see another patient during this scheduled time.

3. Late Arrival Policy:

- Please arrive at least 15 minutes before your scheduled appointment time to complete any necessary paperwork.
- If you arrive more than 15 minutes late, we will make every effort to accommodate you, but your appointment may need to be rescheduled.

4. Cancellation Policy:

- If you need to cancel or reschedule your appointment, please provide at least 24 hours' notice when possible. We understand that urgencies or unforeseen circumstances arise. Please communicate with our office so that we can work with you to reschedule your appointment or fit you in at a different time.
- Failure to give adequate notice may result in a cancellation fee of \$25.00.

5. Exceptions:

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- We understand that emergencies and unforeseen circumstances may arise. Please contact our office as soon as possible in such cases, and we will work with you to find a suitable solution.

6. Payment:

- Any fees incurred due to no-shows, late arrivals, or cancellations without proper notice will be billed to your account and are expected to be paid promptly.

7. Appeals:

- If you believe that the circumstances surrounding your late arrival, cancellation, or no-show are exceptional, please reach out to our office to discuss your situation. We will be more than happy to discuss this with you.

Thank you for your understanding and cooperation. We are committed to providing the best care possible, and adherence to this policy will help us maintain the highest standards for all our patients.

Sincerely,



Dr. Gabriela Perez

Neurologist, Owner

Perez Neurology