



Cancellation and No-Show Policy & Procedures

Effective October 1, 2022

Comprehensive Pain Center's goal is to provide quality treatment and care in a timely manner to all our patients. We schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. We have implemented a cancellation and no-show policy which enables us to better utilize available appointments for our patients in need of pain care. The following policy is regarding patients who fail to keep their scheduled appointments. This is effective October 1, 2022.

Please be courteous and call our office promptly if you are unable to attend an appointment. This time will be given to someone who is in urgent need of treatment. Available appointments are in high demand and your early cancellation will give another person the opportunity to have access to timely care.

Clinic Appointments

- Patients that reschedule their clinic visits 36 hours before their appointment will not be penalized.
- If you reschedule or cancel your visit the day before your scheduled appointment you will be rescheduled 1 time without penalty. If this happens again, you will be charged \$50 before you are rescheduled.
- If you reschedule or cancel the day of your scheduled appointment, or miss your appointment, you will be charged \$75 before you are rescheduled.
- Once a penalty has been processed, your balance must be paid in full prior to being provided treatment.

Procedure Appointments

- Patients that reschedule their procedure 36 hours before their appointment will not be penalized.
- If you reschedule or cancel your procedure the day prior to your scheduled appointment you will be rescheduled 1 time without penalty. If this happens again, you will be charged \$50 before you are rescheduled.
- If you reschedule or cancel the day of your scheduled procedure, or miss your appointment, you will be charged \$150 before you are rescheduled.
- Once a penalty has been processed, your balance must be paid in full prior to being provided treatment.

All account balances must be paid in full prior to being rescheduled

In the event of an emergency when prior notice could not be given, you may submit a letter of appeal within 72 hours of the scheduled appointment to our office manager and we will respond within 48 hours.

Patient Signature

Date