

## **G. Gary Lian, M.D., Ph.D., Shoreline Neurology, LLC**

180 Westbrook Rd. #5 (Main Office)  
Essex, CT 06426

57 South Main Street, 2<sup>nd</sup> Floor  
Middletown, CT 06457

Office: (860)767-1034  
Fax: (860)767-3434

---

### **Appointment Policy**

#### **Cancellations**

If the need arises to cancel a scheduled appointment, we request a cancellation notice of **at least 24 hours from your scheduled appointment time**. You may call our office during business hours or leave a detailed message with the answering service.

#### **No-Shows**

A no-show appointment is an appointment, which is missed by the patient without any advance notice, or an appointment that is cancelled by the patient with less than 24 hours notice. We realize that situations may arise that are out of your control, so please contact us with any questions or concerns. We provide personal reminder phone calls to every patient 2 or more days in advance. It is your responsibility to be sure your phone number is current at all times.

#### **Late Policy**

If you are going to be more than 10 minutes late, please call our office. In the event that your tardiness will cause other patients not to be seen on time, or will not allow the doctor sufficient time to complete your treatment, the appointment may be cancelled. Cancellations resulting from your tardiness will be considered as a no-show appointment.

<b>Appointment Cancelled Without 24-Hour Notice</b>	<b>Fee \$50.00</b>
<b>No-Show for Appointment – New Patient/EMG</b>	<b>Fee \$75.00</b>
<b>No-Show for Appointment – Follow-Up</b>	<b>Fee \$50.00</b>
<b>Late Arrivals Resulting in Cancellation</b>	<b>Fee \$50.00</b>

These charges will not be billed to insurance; you will be responsible for payment.

**Three or more cancellations without sufficient notice, no-shows or tardiness may result in dismissal from the practice.**