



19409 Plantation Road | 2nd Floor, Suite 3  
Rehoboth Beach, DE 19971  
Phone (302) 444-0194 Fax (302) 200-9131

## **No Show, Late and Cancellation Policy**

### **Policy**

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. The Comprehensive Breast Center's goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are requested to call or leave a message **at least 24 hours** before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

### **Procedure**

1. Appointments **must be cancelled at least 24 hours prior** to the scheduled appointment time.
2. In the event a patient arrives late as defined by "late arrival" to their appointment and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit.
3. In the event a patient has incurred three (3) documented "no-shows" and/or "same-day cancellations," the patient may be subject to dismissal from the Comprehensive Breast Center. The patient's chart is reviewed and dismissals are determined by the physician.
4. Patients will be subject to fee of **\$25** for the second "no show" or "same-day cancellation."

### **Definitions**

*"No Show"* shall mean any patient who fails to arrive for a scheduled appointment and has not called the office to cancel their appointment.

*"Same Day Cancellation"* shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

*"Late Arrival"* shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.