



COMPREHENSIVE BREAST AND SURGICAL CENTER

M. Lisa Attebery, DO, FACOS | *Breast Surgical Oncologist & General Surgeon*

NO SHOW, LATE AND CANCELLATION POLICY

Policy

The Comprehensive Breast & Surgical Center's goal is to provide excellent care to every patient in a timely manner. Late cancellations and no shows impact our ability to provide prompt medical care to our patients.

If it is necessary to cancel an appointment, please call or leave a message **at least 24 hours** in advance of your appointment time.

Procedure

1. Appointments **must be cancelled at least 24 hours prior** to the scheduled appointment time.
2. In the event a patient arrives to their appointment late as defined by "late arrival" and cannot be seen by the provider on the same day, they will be rescheduled for a future 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 & Surgical Center. The patient's chart is reviewed and dismissals are determined by the physician.
4. Patients will be subject to a "no show" or "same-day cancellation" fee of \$25 for the first missed appointment and \$50 for the second missed appointment.

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.

Signature of Patient (or Guarantor, if applicable): _____ Date: _____

Printed Name of Patient: _____

Signature of Witness (required if patient unable to sign) _____