

# Adult Neurology Center, P.C.

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## Cancellation and No Show Appointment Policy

Our providers firmly believe the foundation of a solid provider-patient relationship is effective communication. They understand situations arise in which you must cancel your appointment. Adult Neurology Center requires at least 24-48 hours' notice when cancelling your appointment. This notification time-frame enables other patients who are on our waiting list to be scheduled into your appointment time.

Failure to cancel your appointment within 24-48 hours or failure to come to (no show) your appointment, creates an unusable block of time to schedule other sick patients. In order to be respectful of the medical needs of other patients, please call promptly if you are unable to keep your appointment.

In order to assist you with keeping your scheduled appointments, Adult Neurology Center staff personally make reminder telephone calls at least one day prior to your appointment. However, this is a courtesy call, and if staff are unable to personally speak with you, a message will be left on available voicemail. If staff are unable to reach you, you are still responsible for keeping your scheduled appointment.

If you fail to cancel and/or miss a combined total of 3 appointments within a rolling 12-month period, you will be dismissed from Adult Neurology Center. You will receive a formal dismissal letter and a release of records form. Your Adult Neurology Center provider will be available for 30 days to advise your family physician regarding any necessary emergent care.

Adult Neurology Center will assess a no show fee for any appointments that are not cancelled within 24-48 hours and for any appointments that you do not come to as scheduled (no show).

Patient Acknowledgement: I have read the above Cancellation and No Show Appointment Policy and, by signing below, I agree to abide by this policy.

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Patient's Name (please print)

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Date of Birth

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Patient's Signature

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Today's Date