

APPOINTMENT POLICY UPDATE

Our current appointment policy states: *If three appointments are missed without calling ahead to cancel or reschedule, the family could be dismissed from the practice. All open account balances will be due and payable within 30 days of a final statement that will be sent with the dismissal letter.*

Our updated appointment policy states: *If three appointments are missed without calling ahead to cancel or reschedule, the family **will** be dismissed from the practice. All open account balances will be due and payable within 30 days of a final statement that will be sent with the dismissal letter.*

This policy change is effective immediately. We understand that there are occasions, when due to scheduling conflicts or unforeseen circumstances, appointments are missed. In this event, we ask that you call our office within 24 hours of the scheduled appointment to cancel. This courtesy allows our office staff to schedule another patient who is also in need of medical care.

Effective July 2018