

LATE ARRIVAL CANCELLATION / MISSED APPOINTMENT POLICY

At Podiatry Associates, we pride ourselves in offering you personalized care and reserve appointment times to accommodate your needs. Late arrivals, missed appointments or cancelled appointments without sufficient notice, create a gap in our providers' schedule. These are appointments that could have been utilized to offer care to another patient.

Late Arrivals:

If a patient is more than **10 minutes late** for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day *if one is available*.

We will try to accommodate late-comers in the best manner possible, but cannot compromise on the quality and timely care provided to our other patients.

If a patient presents to the office **15 minutes late** for a scheduled appointment with our providers, the patient will be asked to reschedule their appointment..

If you are a **New Patient** and you arrive at the scheduled appointment time and not early to complete your forms as instructed and it takes more than 10-15 minutes to complete the forms and the registration process, you may also be asked to reschedule.

Last Minute Cancellations and Missed Appointments:

We do require a **24 hour notice** on all cancellations. As a courtesy to our patients, we attempt to confirm all appointments. We do recognize that situations arise that are out of your control; however it is imperative that you contact our office immediately to notify us of your cancellation in a timely manner.

Appointments cancelled with less than a 24 hour notice or appointments not kept will be subject to a \$50.00 fee. If it is your first time cancelling with less than a 24 hour notice or missing an appointment with our office, there will be no charge. Any future last minute cancellations or missed appointments will be assessed a fee of \$50.00.

*We ask for your consideration and cooperation in scheduling your next appointment.
Please understand that we are partners in your health care
and we are committed to offering you
appropriate care when you need it.*