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### **Cancellation and Missed Appointment Policy**

Our goal is to provide quality individualized medical care in a timely manner. "No-shows", and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize the needs of all of our patients.

### **Cancellation of an Appointment**

In order to be respectful of the medical needs of other patients, please be courteous and call Serenity Women's Care promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. **Any cancellations without a 24-hour notice will be charged \$50, and if you were scheduled for a procedure you will be charged \$75.** Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

### **How to Cancel Your Appointment**

To cancel appointments, please call (480) 825-7941. If you do not reach the receptionist you may leave a detailed message on the voice mail. If you would like to reschedule your appointment, please leave your phone number. We will return your call and give you the next available appointment time.

Late Cancellations: A late cancellation is considered when a patient fails to cancel their scheduled appointment with a 24 hour advance notice.

### **No Show Policy**

A "no-show" is someone who misses an appointment without calling ahead to cancel. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show".

- Any missed appointment there will be a \$50.00 fee billed to your account. If you were scheduled for a procedure there will be a \$75.00 fee billed to your account.

### **Phone Consultations**

For some patients, in certain selected situations a telephone consultation is more convenient. As a courtesy, we are happy to schedule a telephone consultation. The fee is \$75.00, and this is not billable to insurance.

Signature \_\_\_\_\_ Date \_\_\_\_\_