

## No Show and Cancellation Policy

### Cancellation of an Appointment

To be respectful of the medical needs of our practice patients, please be courteous and call promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call 24 business hours in advance. 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 (573)-756-1813. If you do not reach the receptionist, you may leave a detailed message on the voice mail.

### Late Cancellations

Late cancellations will be considered as a “no show”.

### No Show Policy

A “no show” is someone who misses an appointment without canceling it 24 business hours in advance of your scheduled appointment. (Example: your appointment is at 3 pm on Tuesday. You need to call by 3 pm on Monday). No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your chart as a “no show”.

The first time there is a “no show”, you will receive a phone call alerting you to the fact that you have failed to show up for an appointment and did not cancel the appointment. If there is a second “no show”, a fee of \$25.00 will be billed to your account and sent to your home. This fee covers administrative tasks associated with your appointment. This fee will need to be paid in full before scheduling any further appointments. Three follow-up “no shows” in a 12-month period will result in discharge from the practice.