

**No Show/Late Cancellation Policy**

This policy has been established to help us serve you better.

It is necessary for us to make appointments in order to see our patients as efficiently as possible. No-shows and late-cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows and late-cancellations delay the delivery of healthcare to other patients, some who are quite ill.

A “no-show” is missing a scheduled appointment. A “late-cancellation” is canceling an appointment without calling us to cancel within 24 hours of an office appointment or 72 hours in advance of a procedure.

We understand that situations such as medical emergencies occasionally arise. These situations will be considered on a case by case basis.

**A charge of \$25.00 will be assessed for each no show or late cancellation office visit appointment if less than 24 hours notice is given.**

**A charge of \$200.00 will be assessed for each no show or late cancellation procedure appointment if less than 72 hours notice is given.**

Please understand that insurance companies consider this charge to be entirely the patient’s responsibility.

To cancel or reschedule an appointment please call Galen Medical Group at 423-643-2500 and speak with the operator. This policy is in effect to ensure that all of our patients have the opportunity to be seen in a timely manner.

\_\_\_\_\_ Date \_\_\_\_\_  
Patient Acknowledgement (Please sign)