



Cancellation Policy/No Show Policy

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to do better utilize available appointments for our patients in need of medical care.

1. Cancellation/No Show Policy:

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book. A "no show" is someone who misses an appointment without canceling it within a 24 hour working day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

On the other hand, considering the very expensive overhead cost to operate a medical practice, cancelling an appointment will create a vacant time that sometimes can't be given to another patient will cause a significant financial set back specially when cancelling several appointments on the same day.

If it is necessary to cancel your scheduled appointment, we require that you call one working day in advance. Appointments are high in demand, and your early cancellation will give another person the possibility to have access to timely medical care. To cancel an appointment, please call our office 8:30 am through 5:00 pm at (281) 857-6171. If you're calling after 5pm please leave a message with details about the appointment you're willing to cancel more than 24 business hours ahead of your appointment.

2. Late show: We understand that delays can happen, however, we must try to keep the other patients and doctors on time. If you are running late, please notify the office. If a patient is 5 minutes past their scheduled time, we are obligated to take the next patient and get you seen as conveniently fit with the schedule flow for that day.

3. Cancellation and No Show Policy Fees:

- Same Day Appointment Cancellation and rescheduling \$25.00
- Same Day Vaccine Appointment Cancellation and rescheduling \$10
- No Show fee \$50.00

Patient or Guardian

Guardian Name _____ Signature _____

Patient Name _____ Date _____