

CAPSTONE FAMILY MEDICINE

NON-RESCHEDULABLE APPOINTMENTS POLICY

Effective January 2006

Capstone Family Medicine allows an individual or family three non-reschedulable appointment. This is often referred to as “broken” or “no-show” appointments.

Capstone Family Medicine defines an appointment non-reschedulable if the patient does not call within two hours of the scheduled appointment all the way up until the appointment time. Basically by holding this appointment time and not giving ample notification, we in turn cannot offer the time to any other patients needing it. We do ask for twenty-four hours notice but realize exceptions will come up from time to time. However, please be aware you can always call after hours and press 1 which will allow you to leave a message for staff that you are unable to keep the appointment time.

Capstone Family Medicine will also assess a \$50 non-refundable, non-billable fee for a missed appointment time. This will need to be paid before another appointment will be scheduled and can only be paid in cash or credit card no checks.

I have read and understand the above “no show” policy.

Patient or Guarantor’s Signature

Date

Patient and/or Guarantor’s Name Printed

Patient’s Name and Relation to Patient if Guarantor