

PERMIAN PSYCHIATRY

APPOINTMENT 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 schedule. If you NO SHOW for your appointment it causes significant problems for a busy practice like ours by limiting access for other patients.

We understand that delays can happen however we must try to keep the other patients on time.

If a patient is 10 minutes past their scheduled time we will have to reschedule the appointment and a fee of \$10.00 will be incurred.

Call ahead if you are late to your appointment time. We will do all that we can to accommodate your appointment and minimize the need to reschedule your appointment.

Charges for No Shows:

YOUR 1ST NO SHOW FEE IS \$10.00; 2ND NO SHOW FEE IS \$20.00; 3RD NO SHOW FEE IS \$30.00.

We follow a strict appointment policy and after the 3rd NO SHOW we will have no choice but to terminate your care with us.

If a follow up appointment is not cancelled at least 24 hours in advance you will be charged a \$10.00 fee for Dr. Medi and \$25.00 for Shayne L. Terry.

For New Patient appointment changes the Deposit fee is not reimbursable.

If you have any questions about this policy and would like to speak to our business office representative with whom you can address your concerns call 432-333-1333 EXT. 102.

Print Name _____

Signature _____

Date _____