



PATIENT NO SHOW POLICY

Our goal is to provide equal services to all patients. This includes all patients receiving an appointment in a timely manner. Patients who no-show appointments are preventing other patients from being seen at that time.

We understand that unexpected things arise, however we kindly ask that you give at least a 72-hour notice for any cancellation or reschedule. Please call our office at (252) 443-5941 during business hours if you need to cancel or reschedule your appointment. If you realize that you need to cancel an appointment and the office is closed, you may send a patient portal message. Your message will be seen by staff on the next business day.

What is a “No-Show”:

- Cancelling an appointment with less than 24-hour notice
- Not coming to a scheduled appointment
- **INCLUDES:** Canceling/rescheduling your appointment the same day you are scheduled to be seen.

Arriving Late:

- Your appointment will be rescheduled and it will be considered as a no-show.
- Please call our office to make us aware of your late arrival prior to arriving.

Dismissal from our Practice will occur after:

- Being disrespectful to providers/staff
- Rescheduling THREE appointments in a row
- No-Show TWO appointments
- You will be given ONE verbal or written warning of your appointment history before dismissal.

NEW PATIENTS:

- If you have not been seen in our office for 3 years, you are considered a NEW Patient.
- If you No-Show your FIRST visit, you will NOT be rescheduled.
- You are considered an established patient after your first visit.

YOU ARE RESPONSIBLE FOR REMEMBERING YOUR APPOINTMENT DATE AND TIME !

- You will receive many reminders about your appointment. Please do NOT ignore these! These reminders include phone calls, emails and text messages.
- Please do not confirm your appointment unless you KNOW that you can come.