

NOTICE TO ALL PATIENTS

Addendum to "NO-SHOW" POLICY EFFECTIVE MARCH 1, 2007

When an appointment is missed without a call to cancel or reschedule, it is considered a "no-show". When a patient does not appear for their appointment, time is lost not only for the physician, but also for the patient (or patients) we might have been able to schedule in that time frame. *Due to the continued amount of no shows we find that we must enhance our No Show policy:*

Patients who miss appointments without calling at least 24 hours in advance to cancel, will receive a letter advising them of the missed appointment. At the time of the second letter, the patient will be advised that another "no-show" may result in dismissal from the practice. A third "no show" letter can result in a dismissal letter.

We also find it necessary to enhance this policy by charging a \$25.00 fee for missed appointments without notice. We ask that you give us 24-hour notice if you cannot keep your appointment. This will allow us to book another patient in that time, and keep from sending patients to the hospital or urgent care. Effective March 1, 2007 there will be a \$25.00 fee for missed appointments without prior notification. If prior to office hours you may leave the cancellation notice with our answering service.

We value you as a patient and recognize the difficulties you face in trying to coordinate all the demands made upon your time. We really hope you will work with us in the future by letting us know if you are unable to keep your appointment. This will help us ensure that our appointment schedules are fully utilized for those that have an urgent need to be seen.

We know that unavoidable emergencies sometimes occur at the last minute. When a true emergency does occur, if you will call us at your first opportunity and let us know what happened, we will work with you to reschedule, and the "no-show" will not be counted against you.

We hope that everyone understands our reasons for implementing this policy. Many of you have experienced having to wait or present to an urgent care or the ER because we have no appointments left. We thank you for your understanding and support.

The Providers and Staff of WellStar Douglasville Medical Center

I have read and understand the policy above _____
Name date