

Stella Primary Care
No-show and Same Day Cancellation Policy
For Established Patients

Here at Stella Primary Care we enforce policies regarding no-shows and same day cancellations to ensure efficient and quality health care for all our patients. No-shows and same day cancellations increase wait times for patients who are ill and need to be seen.

No-show / Same Day Cancellation Policy:

- 1st Occurrence: No-show or same day cancellation will be forgiven with no charge.
- 2nd Occurrence: You will be assessed a fine of fifty dollars (\$50.00).
 - This is also a warning that upon your third missed appointment you may be dismissed from the practice.
- 3rd Occurrence: You are automatically dismissed from the practice without any exceptions.
- When you no-show you will receive a call from our office to make sure you are ok. Any fees accrued are due prior to scheduling your next appointment or when you receive your statement.
- In order to avoid penalty, we require at least 24 hour notice for all appointment changes or cancellations. Notification may be left after hours on our 24-hour answering machine service. Please leave the reason for the cancellation.
- If you check in for your appointment and need to leave before being seen by the doctor it is also considered a same day cancellation. A fee will be automatically assessed of \$50.00 at that time. Any further occurrences will result in dismissal.

Stella Primary Care believes that a good physician/patient relationship is based upon understanding good communication. Questions about the policy should be directed to the physicians. We are here to help you.

By signing below you agree to the terms of this policy and acknowledge that you have received a copy.

Print Name: _____ **Signature:** _____

Date: _____