**MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY**

Rheumatology Care Center sets aside time to provide you the best medical care, and we require notice if you can’t make your appointment for any reason. We also have patients on waiting lists who need to be seen sooner. If you need to cancel or reschedule an appointment, please contact our office at least 24 hours in advance.

Cancellations/Reschedules or No -Shows without 24-hour notice will be handled with a fee.

* Cancellations/reschedules/no shows with less than 24-hour notice will be charged a $25 fee for the first time for established patients.
* Any established patient who fails to show or cancels/reschedules an appointment without 24-hour notice a second time will be charged $50.
* If a third no show or cancellation/reschedule with no 24-hour notice should occur, the patient will be charged $100 fee and may be dismissed from the practice.
* Any new patient who fails to show for their initial visit will not be rescheduled until $100 fee is paid. This fee is charged to the patient, not the insurance company.
* As a courtesy, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy remains in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. We keep a lower fee schedule for these extenuating circumstances. Appointments can be cancelled through the patient portal, or you may call and leave a message with the office or answering service any day or weekend at any time to cancel your appointment. Please call 205-444-4858 option 1.