

APPOINTMENT CANCELLATION POLICY

We understand that unplanned issues can come up and you may need to cancel an appointment. If that happens, we respectfully ask for scheduled appointments to be cancelled at least 48 hours in advance.

Our doctor wants to be available for your needs and the needs of all our patients. When a patient does not show up for a scheduled appointment, or cancels last minute, another patient loses an opportunity to be seen. Although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for no show appointments, and those appointments not cancelled within 48 hours.

As of August 1, 2013 there will be a fee of \$25.00 assessed if we do not receive a call to cancel an appointment at least 48 hours prior.

Thank you for being a valued patient and for your understanding and cooperation as we institute this policy. This policy will enable us to open otherwise unused appointments to better serve the needs of all patients.

Michael Lupovici, M.D. and staff

I have read this letter and fully understand that I may be charged \$25 if I do not give at least 48 hours' notice for a cancellation, or change of appointment.

SIGNATURE

PRINT NAME