



Office Policies Agreement and Consent for Services

Appointments

Appointments can be made by contacting the office directly at 717-227-3800 during normal business hours or by scheduling after your appointments at check out. It is our practice to schedule appointments in advance to provide you with consistency and the most convenient appointment times for your schedule. Please understand that early morning and evening appointments are in high demand and you may have to be patient in receiving those time slots. We will gladly alert you to any cancellations should you be interested. However, it may be necessary for patients to leave work or school for professional appointments and if this is necessary, we will provide an excuse slip as documentation of the appointment.

Missed Appointment Policy

Your appointment time is reserved for you alone. We have a list of people waiting for earlier appointments. Please be courteous, and when at all possible, provide as much notice as you can. If you must cancel or reschedule an appointment, we ask that you provide notice of at least 24 hours. Should you have a late cancellation, no show or late arrival for your appointment, this will be considered a missed appointment. We define a missed appointment in the following ways:

- Same Day or Late Cancellation:** Notice of less than 24 hours of your inability to attend a scheduled appointment.
- No Show:** Failure to provide any notice of your inability to attend the appointment prior to the appointment time.
- Late Arrival:** Arrival of 10 minutes or more late for your appointment without notice and your appointment needing to be rescheduled.

Missed appointments exclude serious emergencies or sudden illness. The death of a family member, natural disaster, accident, weather conditions, or severe illness of a family member living at the home, all qualify as emergencies. A business meeting, final exam, another appointment, minor illness, sleeping in, would not qualify as an excused appointment.

We use the following guideline in cases of missed appointments.

- New Patient:** If you do not show up for your first scheduled appointment without prior notification, you will be placed at the end of the current wait list and receive a \$100 charge. We will not reschedule anyone missing more than one initial appointment.
- First Missed Appointment:** If you are an established patient and you miss an appointment, you will be sent a warning letter indicating that you missed your appointment. There will be no missed appointment charge assessed for the first incident.
- Second and Third Missed Appointment:** You will receive notification that you missed your appointment and reminding you of the *Missed Appointment Policy*. For a second missed appointment, late cancellation or no show, a fee of \$25 will be charged to your account and will need to be paid prior to your next visit. For the third missed appointment, late cancellation or no show, you will be charged for an office visit and will need to be paid prior to your next visit.
- After Three Missed Appointments:** After having three missed appointments, late cancellations or no shows in a 12 month period, any additional missed appointments will result in either a discharge from services at our office or the option to pay our full out of pocket fee for the scheduled service for the subsequent missed appointment. *Due to high demand for evening slots (appointments after 3pm)* patients with multiple missed appointments will only be able to schedule day time appointments (*appointments prior to 3pm*)

Note: This is a reminder that insurance companies will not pay for missed appointment fees, and you acknowledge that any fee incurred due to a missed appointment will be your responsibility.

Patient/Guardian Signature: _____ Date: _____

Patient/Guardian Name Printed: _____