



Appointments and Patient Responsibilities

To ensure effective healthcare delivery, we find it beneficial to implement a clear appointment and cancellation policy. Our primary focus is on promoting the well-being of our patients, and we aim to dedicate our efforts towards this objective. While we strive to adhere to scheduled In-Home Visits timeframes, factors such as patient needs and traffic may occasionally cause delays.

If you need to reschedule or cancel your appointment, we kindly request that you notify our office at least 24 hours in advance. This allows us to accommodate other patients awaiting appointments and minimize unnecessary travel. Your cooperation in this matter is greatly appreciated as we work together to provide optimal care.

No-Show Appointment

An appointment is considered a “no show”

- 10 minutes past the scheduled time for Tele-Visits
- Unavailable at the residence upon our arrival for In-Home Visits.

We send text message and email reminders to the primary contact 7 days and 3 days before scheduled appointments. If a scheduled patient fails to attend or cancels an appointment without providing at least 24 hours' notice to our office, they will be marked as a No Show. A fee of \$50.00 applies for Tele-Visits and \$150.00 for Home Visits in such cases.

- No Show appointments are not billable to insurance and will be the responsibility of the patient.
- Future appointments will not be made until balance are paid
- Multiple no show appointments could result in discontinuation of services

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our office at (813) 417-4767.