



**Cancellation and No Show Policy & Procedure for Office Visits (Virtual and In-Person),
 Procedures & Surgery**

At *Merced Podiatry Group, LLC*, our goal is to provide quality treatment and care in a timely manner to all our patients. We schedule our appointments so that each patient receives the right amount of time to be seen by our providers and staff. We have implemented a cancellation and "No Show" policy which enable us to better utilize available appointments for our patients in need of care. The following policy is with regard to patients who fail to keep their scheduled office/virtual visit appointments, procedure appointments or scheduled surgery appointments. This is effective immediately.

Please be courteous and call our office promptly if you are unable to attend an appointment. By doing so, will allow us to appropriately reallocated the time slot to someone who is in urgent need of treatment. Available appointments are in high demand and your early cancellation will give another person the opportunity to have access to timely care.

General Foot Care Appointment

Patients who fail to show for their scheduled appointment or did not notify the office within 24 hr of their scheduled appointment time shall be subject to a "No Show/Cancellation" fee of \$50.00. In the event of an actual emergency and prior notice could not be given, consideration will be given, and a one-time exception may be granted by calling the Office to notify us. *(This does not pertain to CCA Patients)*

Office Procedures Appointment

Patients who fail to show for their scheduled office procedure appointment or did not notify the office within 24 hr of their scheduled appointment time, shall be subject to a "No Show/Cancellation" fee of \$50.00. *(This does not pertain to CCA Patients)*

Surgical Procedures Appointment scheduled onsite at Hospital, Surgery Centers, etc

Patients who fail to show for their scheduled surgery appointment or did not notify the office within than 14 days of their scheduled surgery appointment time, shall be subject to a "No Show/Cancellation" fee of \$200.00. *(This does not pertain to CCA Patients)*

Repeated No Show Charges/Fees Occurrences

Repeated No Show Charges/Fees are disruptive to the optimal delivery of care to you and other patients. As a result of this, 3 No Show Charges/Fees on record will result in Patient being discharged from Merced Podiatry Group, LLC. In the event that you are discharged, your referring provider will be notified of the reason for discharge from our practice. *(CCA Patients will be held to the same policy if 3 or more appointments are missed, charges/fee excluded)*

How to Cancel Your Appointment

To cancel or reschedule appointments, call or text our Office at 209-384-3668. You can also email us at footdr@mercedpodiatrist.com. If you have any problems getting through, you can leave a message with your name, appointment date and cancellation reason.

If any appointment is cancelled by the physician or office as a medical necessity, then the patient is not subject to this charge. Insurance authorization denials are also an exemption of the fees. These "No Show/Cancellation" fees are not covered by insurance and are therefore the sole responsibility of the patient to pay prior to being seen or rescheduling another visit. If you have any questions or concerns please contact the Office Management for clarification. We understand most scheduled appointments are not meant to be purposely missed therefore we are here to help. We hope you understand our decision and we look forward to helping you with your Foot Pain & Care.

I acknowledge by signing below that I have read and understand this Policy.

PRINT NAME: _____

Patient Signature _____

Date _____

WITNESS/GUARDIAN

PRINT NAME: _____

Signature: _____

Date _____