



Pavilion Family Medicine

1804 E Pavilion Place, Montrose, CO 81401

Phone 970-249-6670 Fax 855-780-5041

MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Pavilion Family Medicine. When you schedule an appointment with Pavilion Family Medicine, we set aside enough time to provide you with the highest quality care. Should you need to cancel or rescheduled an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

Our Appointment Cancellation/No Show Policy is as follows:

- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours' notice** will be considered a No Show and charged a **\$25.00 fee**.
- Any established patient who fails to show or cancels/reschedules an appointment without 24 hour notice a **second** time will be charged a **\$35.00 fee**.
- If a **third** No Show or cancellation/reschedule without 24 hour notice should occur the patient may be **dismissed** from Pavilion Family Medicine.
- Any new patient who fails to show for their initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.
- As a courtesy, when time allows, we make reminder text/calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

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 Practice Manager, who may be able to waive the No Show fee. You may contact Pavilion Family Medicine at (970) 240-6670.

I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date