

Jose F. De Leon, M.D.,P.A.

Obstetrics & Gynecology

Cancellation Policy/No Show Policy for Doctor Appointments and Surgery

1. *Cancellation/No show Policy for Doctor Appointment*

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book.

If an appointment is not cancelled at least 24 hours in advance you will be charged a twenty five dollar (\$25) fee; this will not be billed to your insurance company and you will be responsible for the fee.

2. *Scheduled Appointments*

We understand that delays can happen, however we must try to keep other patients and doctors on time.

If a patient is 15 minutes past their scheduled time we will either reschedule your appointment or you will be considered as a walk in and will be fit into the schedule as soon as we can get to you.

3. *Cancellation/No Show Policy for Surgery*

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office.

If surgery is not cancelled at least 7 days in advance you will be charged a fifty dollar (\$50) fee; this will not be billed to your insurance and you will be responsible for the fee.

4. *Account Balances*

Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to a business office representative with whom they can review their account and concerns.

Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

Patient Name

Patient Signature

Date