

## KPA Clinch and Cross Park Missed Appointment Policy

Our office has a policy regarding missed appointments. We do realize that inadvertently missing appointments can sometimes happen. However missed appointments often delay or prevent other patients from receiving timely care. For this reason our policy is as follows:

1. Please call at least 24 hours in advance to cancel.
2. Please arrive on time. If you are more than 15 minutes late for an appointment you may be asked to reschedule.
3. All missed appointments may be charged a \$35.00 no show fee when applicable. A second missed appointment in the same year may result in dismissal from our practice.

All missed appointments are cumulative per family. Please feel free to call our office if you have any questions.