

Scott Integrated Pain Management

Appointment Cancellation/No Show Policy

Thank you for putting your trust in Scott Integrated Management. When an appointment is scheduled with our clinic, we set aside enough time to provide you with the highest quality of care. We will now need to enforce a cancellation policy with the increasing demand for infusion chairs.

Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, no later than **24 hours** before your scheduled appointment time. This gives us time to prepare other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below:

- ❖ Effective June 8, 2022, any **established patient** who fails to show or cancels/reschedules an appointment *and* has not contacted our office within 24 hours will be considered a **No Show** and charged a **\$50.00** fee.
- ❖ A second **No Show**, without 24 hours' notice, be charged a **\$50.00** fee and so forth.
- ❖ Any **new patient** who fails to show up for their initial visit without 24-hour notice will be rescheduled after paying the **\$50.00** No Show fee. New patients who No Show for two consecutive visits without notice will not be permitted to reschedule.
- ❖ Of course, this fee will be charged to the patient and not the insurance company. This will be due at the time of the patient's next office visit.
- ❖ As a courtesy, a reminder call and a text message are sent from our office. If you do not receive a reminder call or message, the above policy will still remain in effect.

If you should experience extenuating circumstances, please get in touch with our Office Manager, who may be able to waive the No Show fee. You may contact Scott Pain Integrated Pain Management 7 days a week at 215.825.5979. Should it be after regular business hours Monday through Friday or on the weekend, you may leave a message.