

Cancellation Policy

Dr. Azelvandre's office is a family-oriented practice. We pride ourselves on giving quality health care on a personal level to each patient. Recently there have been an increasing percentage of patients missing their appointments without calling to let the office know. When someone does not notify us that they will not be able to keep their appointment, three people are hurt: the patient because they are not getting the treatment they need, another patient that would have had an opportunity to see the doctor, and the physician/office for not seeing anyone during that time. Due to this, the office has decided to implement the following policy.

If anyone misses an appointment without notifying the office 24 hours prior to that appointment, they will be called and asked if they would like to reschedule their appointment and they will be informed that this is their first missed appointment without calling the office. The first missed appointment will be forgiven. All subsequent missed appointments without a 24-hour notification will be subject to a \$25.00 noncancellation fee. Patients, who frequently miss appointments without notifying the office 24 hours in advance, may be asked to find another Primary Care Physician. The cancellation fee is the sole responsibility of the patient and must be paid in full before the next appointment is scheduled.

We understand that special unavoidable circumstances may arise in which a call to cancel or reschedule may be within the 24-hour period. All special circumstances will be reviewed and given the utmost consideration. If it has been determined that the case is a true emergency, the cancellation fee may be waived.

We are striving to provide optimal efficiency in running the office which helps to provide all our patients with good quality health care.

Please sign below to acknowledge you have read, understand, and agree to adhere to the cancellation policy.

Patient Signature: _____ Date: _____