



No Show and Late Policies

Late Cancel: Treasure Valley Rheumatology appreciates you as a patient and is honored to participate in your care. One of our goals is to provide our patients with sufficient access through timely appointments scheduled with our healthcare team. For that reason, if you are unable to make your scheduled appointment, please notify us at least 24 business hours in advance. Advanced notification allows us time to reassign the appointment to another patient in need.

Established Patients: Neglecting to give us 24 business hours' notice will result in a \$50.00 late cancellation fee. After the 2nd late cancellation, or when a repetitive pattern of patient initiated reschedules is identified in a 12-month rolling calendar year, the administration may choose to dismiss you from the clinic. In the event of circumstances that affect numerous patients (inclement weather events, traffic accidents, etc.) and at the discretion of the Practice Manager, exceptions to this policy may be made to accommodate our patients.

New Patients: Patients that Late Cancel their initial New Patient appointment will not be allowed to reschedule in the future. This is due to the fact that there is a high demand for rheumatology services and a limited number of rheumatologists in the local area. 72 hour notice is required in order to reschedule new patient appointments.

No Shows:

Established Patients: Our practice monitors missed appointments. Each missed appointment is subject to a \$50.00 no show charge. Payment for a missed appointment may be due before future appointments can be scheduled. After the 2nd missed appointment, the administration may choose to dismiss you from the clinic. In the event of circumstances that affect numerous patients (inclement weather events, traffic accidents, etc.) and at the discretion of the Practice Manager, exceptions to this policy may be made to accommodate our patients.

New Patients: Patients that No Show their initial New Patient appointment will not be allowed to reschedule in the future. This is due to the fact that there is a high demand for rheumatology services and a limited number of rheumatologists in the local area.

Late arrival: Unfortunately, when a patient does not arrive at their check-in time, this can impact the care provided to all of the patients scheduled on that day. Squeezing in a late arriving patient does not allow the Physician to address all concerns and can impact the quality of care that is delivered. Therefore, patients arriving more than 10 minutes after their appointment time may be asked to reschedule. While phone calls are appreciated if you are running late, these policies still apply.

I understand and acknowledge the above stated policy:

Print Name: _____

Date: _____

Signature: _____