

Late Cancellation and No-Show Policy

On behalf of everyone at NGMFM, thank you for trusting us with your care. When you schedule an appointment with us, we set aside enough time to provide you with the highest quality of care. Should you need to cancel or reschedule an appointment, please do so as soon as possible and no later than 48- business hours prior to your appointment. This will give us enough time to schedule another patient who may be waiting for an appointment. Please refer to our Late Arrival, and No Show/Late Cancellation policies below.

LATE ARRIVAL POLICY

New patients are asked to arrive 30 minutes before their scheduled appointment time. Established patients are asked to arrive 15 minutes before their scheduled appointment time. This allows enough time for the registration process to be completed before the actual appointment time.

A grace period of 15 minutes will be permitted for unforeseen delays a patient may encounter while traveling to our office for their appointment. If a patient arrives more than 15 minutes late for their appointment (i.e. more than 15 mins after their expected arrival time), the patient will be rescheduled for a later date and a \$25 fee will apply. This process will ensure that patients who arrive on time are seen in a timely manner.

NO SHOW/LATE CANCELLATION POLICY

A "No Show" is a patient who fails to appear for a scheduled appointment without at least 48 business hours cancellation notice. Further, canceling or rescheduling an appointment with less than 24 business hours notice is considered a late cancellation and is treated as such. The following fees and policies will apply to all No Show and late cancellation visits:

Established patients:

- First No Show/late cancellation - \$50.00 fee will apply.
- Second No Show/late cancellation - \$75 fee will apply.
- If a third No Show/late cancellation occurs - \$100 fee will apply, and the patient may be dismissed from NGMFM

New patients:

Any new patient who fails to show for their initial visit without canceling at least 48 hours prior to the visit - \$50 fee will apply, and the patient may not be rescheduled, unless there are extenuating circumstances.

If the patient's phone is out of service or not receiving calls, the patient is still responsible for keeping the scheduled appointment.

We understand there may be times when unforeseen emergencies occur. In those cases, you may not be able to waive fees and/or keep or reschedule your appointment. If you experience an extenuating circumstance, please contact our Practice Administrator to explore options.