

# CANCELLATION

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement a cancellation policy. The policy enables us to better utilize available appointments for our patients and to prevent delays in treating pain conditions.

## Cancellation of Appointments

In order to be respectful of the medical needs of our patients, please be courteous and call Comprehensive Pain Physicians promptly, if you are unable to attend your scheduled appointment. This time will be reallocated to someone who is in urgent need of treatment.

If it is necessary to cancel your appointment, we require that you call our office by 10 a.m. at the latest, on the working day of your appointment. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

To cancel appointments, please call 818-325-2088. If you do not reach the receptionist, please leave a detailed message on the voicemail.

## No Show Policy

A 'no show' is someone who misses a scheduled appointment without canceling by 10 a.m. on the day of their appointment. No shows hinder our ability to provide medical care to those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in the patient's chart as a 'no show.' An administrative fee of \$25.00 for the first 'no show,' and \$50.00 for the subsequent 'no show,' will be billed to the patient's account. Three 'no shows,' will result in the temporary suspension of services. If a new patient fails to cancel by 10 a.m. \$50.00 deposit will be required to reschedule. A subsequent failure to present will result in suspension of services

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Patient Signature

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Date