

# Hera Ob/Gyn Medical Group, Inc.

## Cancellation/No Show Policy For Doctor Appointments and Surgery

### 1. Cancellation/No Show Policy for Doctor Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit due to a seemingly full appointment schedule. **If an appointment is not cancelled at least 24 hours in advance you will be charged a twenty-five dollar (\$25) fee; this will not be covered by your insurance company.**

### 2. Scheduled Appointments

We understand that delays can happen, however, we must try to keep the other patients and doctors on time. **If a patient is 15 minutes past their scheduled time we will have to reschedule the appointment.**

### 3. Cancellation/No Show Policy for Surgery

Surgery scheduling requires careful planning and coordination between our office, the hospital, anesthesiologist and assistant surgeon (if applicable). In addition special medical instrumentation may have been arranged for some procedures. Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office and the hospital. Therefore, please understand the importance of respecting our 10 business day surgery cancellation policy: **If surgery is not cancelled at least 10 business days in advance you will be charged a one hundred and fifty dollar (\$150) fee; this will not be covered by your insurance company.**

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**Print Patient Name**

**Signature Patient/Guardian**

**Date**

Patient Account # \_\_\_\_\_