



## APPOINTMENT “NO SHOW” POLICY ACKNOWLEDGMENT

### Cancellation of an Appointment

In order to be respectful of the medical considerations of our patients and the need for sometimes urgent appointments, please call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled office appointment, we require that you call 24 business hours in advance. For procedure appointments, we require that call 72 business hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

### How to Cancel Your Appointment

To cancel your appointment, please call (850) 484-4080. If you do not reach the receptionist, you may leave a detailed message on the voicemail. You may also send a message via our patient portal at [www.YourHealthFile.com](http://www.YourHealthFile.com) or via our website at [www.clearwaypain.com](http://www.clearwaypain.com)

### No Show/Cancellation Policy

A “no show” is an appointment that is not canceled and the patient fails to present at the time of the scheduled appointment. A “no show” fees are as follow:

- \$50 for a missed office appointment
- \$75 for a missed in-office procedure appointment
- \$150 for missed procedure appointment at an Ambulatory Surgery Center
- \$35 for missed physical therapy and/or massage appointment.

All missed appointment fees will be billed to your account. This fee will need to be paid in full before scheduling any further appointments.

### Who to Contact

We understand there are situations that can arise that may prevent notice of cancellation. If you have any questions or concerns regarding a “no show” fee added to your accounts please use the Contact Us form located on our website ([www.clearwaypain.com](http://www.clearwaypain.com)) or contact our billing department at (850) 439-5444.

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Patient Signature

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Date