

### Southwest Neurology Appointment Cancellation/No-Show Policy

If you must cancel or reschedule an appointment please contact our office as soon as possible, no later than 48 hours prior to your scheduled appointment. This allows enough time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective September 1, 2018 any established patient who fails to show or cancels/reschedules a follow-up appointment and has not contacted our office with **at least a 48 hours notice** will be considered a No Show and will be charged a \$25.00 fee.
- Any patient who fails to show or cancels/reschedules an appointment for a procedure (EMG/NCV, EEG, Botox or Xeomin) with at least a 48 hour notice will be charged a \$50.00 fee.
- The fee will be charged and billed to the patient. This fee is not covered by insurance and must be paid prior to making another appointment.
- As a courtesy, our office makes reminder phone calls for appointments when time allows. If you do not receive a reminder call or message, the above Policy will still remain in effect.
- Multiple missed appointments in any 12 month period may result in termination from our practice.

Thank you for your understanding and cooperation as we strive to best serve the needs of all of our patients.

*By signing below, you acknowledge that you have received this notice and understand this policy.*

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature