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MISSED APPOINTMENT POLICY

Due to the high number of patients requiring pain management, waiting times for appointments can be long. For this reason, Active Life maintains a lower tolerance for missed appointments as they waste resources and prevent our patients from receiving care in a timely manner.

Active Life will charge a missed appointment fee for each appointment that is missed without adequate notice (“no show”). A no show is an appointment that is:

- missed without notice
- missed with less than one day’s notice
- missed due to arriving 15 minutes or more beyond the scheduled appointment time

If you must miss a scheduled appointment, please notify our office by phone the day before the appointment or 3 days before a new appointment. Messages are acceptable and can be left at all times including evenings and weekends.

For new appointments (evaluations), we request a 48 hour notice in order to have adequate time to reschedule the appointment. **If you miss two new appointments, we may be unable to continue your care at this clinic.**

The fees for No Shows are as follows:

| | |
|--------------------------------|----------|
| New appointment | \$100.00 |
| Return appointment (standard) | \$100.00 |
| Procedure (nerve blocks, etc.) | \$150.00 |

You may be notified by mail, phone or next appointment of the no show fee. These fees must be paid prior to being seen at your next visit. You are responsible for any no show fees you are charged; your insurance company will not be billed.

Three “no shows” in a consecutive 12 month period, may result in discharge from the clinic.

You may appeal your no show fee by completing an appeal within 30 days of the missed appointment.

It is required that you sign and date this form prior to being seen at your first appointment. This acknowledges that you have read and understand our policy.

Signed _____ Date _____
Name of legal guardian if signing for the patient _____