

# Karle Medical Group, P.C.

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## Patient Missed Appointment Policy

We at Karle Medical Group appreciate you greatly as our patient and strive to accomplish wonderful results and the optimum of health for you as well as the other members of our patient community. We believe we provide our patients with the utmost professionalism and excellence of service. Our commitment to your well-being and health is something everyone in our office takes quite seriously. Furthermore, we embrace that commitment equally for all of our patients.

Similarly, your commitment to the healthcare process is required. We require your commitment to maintain the highest standards of healthcare on your behalf and on behalf of all of Karle Medical Group's patients. Appointments with our doctors are our primary means to provide our patients healthcare. An appointment that is not utilized because it is not cancelled or rescheduled is a missed opportunity to provide care for another patient. For optimal care for all of our patients, it is imperative that appointments are kept when scheduled or cancelled in a timely manner. Therefore, in order to reinforce a practice of appointment cancellation and/or rescheduling, our practice has instituted a Missed Appointment Policy in which we must enlist your participation. We hope that this policy is understood by our patients as a means to ensure that every appointment is treated as important and valuable.

- 1) We expect you to keep all your appointments. Write down the time of your visits. With the exception of serious emergencies it is expected that you keep all your appointments.
- 2) If you need to re-schedule an appointment we require a minimum **24 hour notice**. In such a case, please call our office at (248) 852-9596 and arrange for a make-up appointment with one of our Front Desk Receptionists. The appointment should be rescheduled for the same week, preferably the very next day if possible.
- 3) In an instance of a cancellation without 24 hour notice or no-show to a scheduled appointment, we reserve the right to charge you a fee.
  - In the case of a 15 minute scheduled appointment time or Pre-Physical, the fee will be \$50.00.
  - In the case of a Complete Physical or other 30 minute scheduled appointment, the fee will be \$75.00.
- 4) In instances of repeated non-compliance with your scheduled visits, we also reserve the right to discontinue care due to non-compliance with our treatment plans.

I understand and agree to adhere to the Karle Medical Group appointment policy.

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Patient Signature

Date

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Patient Name (Print Please)