



Alabama Bone and Joint Clinic

Cancellation, Late Arrival, and No Show policy

Our providers attempt to provide timely and easily accessible high quality orthopedic care. There is a high demand for our services and we want to accommodate patients in an efficient and personalized manner. In order to accomplish this we adhere to a schedule as closely as possible, recognizing there are times when changes are inevitable. The following appointment policies help us to minimize disruption in scheduling and help to reduce unnecessarily long wait times.

Cancellation of appointments:

If you cannot make your scheduled appointment time please let us know by calling the office at (205) 621-3778 at least 24 hours in advance of your scheduled appointment to let us know you need to cancel or reschedule. We have an after-hours answering service that can take this information if you become aware of the need to reschedule outside of our regular office hours. This allows us time to offer your appointment time to another patient. Failure to provide 24 hours' notice of an appointment cancellation will result in a \$25 charge to your account and you will be unable to reschedule until this fee is paid. Three late appointment cancellations will result in the inability to schedule with our providers.

Late arrivals:

If you arrive more than 15 minutes past your scheduled appointment time there is a possibility we cannot accommodate you and you will be given the option to reschedule, wait for an opening in the provider's schedule if available, or be seen for an abbreviated visit if possible. If we can accommodate you the same day we will attempt to do so, but late arrivals do sometimes require rescheduling to a later date. If you arrive more than 15 minutes late you will not be charged the missed appointment fee, but if you arrive later than 30 minutes beyond your appointment without notifying us prior you will be subject to the \$25 missed appointment fee. Three of these late arrivals of more than 30 minutes will result in the inability to schedule with our providers.

No Show policy:

As stated above failure to provide 24 hours' notice of a missed appointment results in a \$25 fee. Failure to provide any notice results in this fee and a record of a no-show appointment will be documented in your file. After three no-show appointments you will no longer be able to schedule an appointment with our providers.

We understand that emergencies do arise and we appreciate our patients abiding by these policies.

I have read the above and agree to abide by the cancellation, late arrival, and no-show policies

Signature _____ Date _____