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MISSED AND CANCELLED APPOINTMENTS

We inform our patients when scheduling an appointment and again in our appointment reminder call, of our request for a 24 hour cancellation from you, which will not incur a fee for cancellation. If you are unable to keep your appointment, please let us know as soon as possible, your cooperation is greatly appreciated.

If a patient fails to show for an appointment and does not provide 24 hour notice prior to cancelling, our office may charge a cancellation fee \$25.00. These charges are the patient's responsibility and will not be billed to your insurance provider.

This policy applies to the following missed appointment:

- ❖ **The individual was previously informed of policy**
- ❖ **The cancellation was not due to a medical emergency**
- ❖ **Failure to cancel in more than 24 hour notice**
- ❖ **This applies to all patients**

According to payment policy at the Center for Medicare Management, "CMCS's policy is to allow physicians and suppliers to charge Medicare beneficiaries for missed appointments, provided that they do not discriminate against Medicare Beneficiaries but also charge non-Medicare patients for missed appointments. The charge for a missed appointment is not a charge for a service itself (to which the assignment and limiting charge provisions apply) but rather is a charge for a missed business opportunity." Therefore, our missed appointment policy applies equally to all patients (Medicare and non-Medicare).

Our doctors are dedicated to saving sight and providing the best available care for retinal problems. Thank you for your cooperation in helping us provide the best care possible to you.

Print Name _____

Signature _____ Date _____

CELEBRATING 41 YEARS OF SERVICE TO SOUTHERN ARIZONA

Central Appointments: (520) 742-7444 • 1 (800) 535-2484

Northwest Medical/Administrative Offices: 6585 N. Oracle Rd • Tucson, AZ 85704-5614

East: 2375 N. Wyatt Dr., Suite 103 • Tucson, AZ 85712-2152

Southwest: 1701 W. St. Mary's Rd. Ste. 111 • Tucson, AZ 85745

Green Valley: 1151 S. La Canada, Suite 200 • Green Valley, AZ 85614