

LATE CANCELLATION/ "NO-SHOW" POLICY

Our practice has adopted a very transparent and strict late cancellation/ "no-show" policy. **Cancelling a procedure less than 48 hours before the appointment time and date will result in a late cancellation fee.** This fee must be paid in advance before and further appointments can be scheduled. This fee will not be billed to the insurance company but directly to you, the patient. Obviously if there are mitigating circumstances we would take those into consideration on an individual basis. We do not institute this policy lightly and feel it is in the best interest of all our patients. We believe it will impress upon you the importance of keeping your scheduled appointment once it has been made.

Late cancellations and no-shows adversely affect other patients much needed access to our services. Fees are as follows:

\$500 PROCEDURE VISIT- MUST BE CANCELLED BEFORE 48 HOURS PRIOR
\$75 FOLLOW UP VISIT- MUST BE CANCELLED BEFORE 24 HOURS PRIOR

Patients receive an appointment reminder for visits scheduled at this office. It is the patient's responsibility to make sure that these appointments are kept. Our team will call to remind you of your scheduled visit, but this is considered a courtesy reminder. It will still be up to the patient to show up for the scheduled visit **or cancel appropriately as outlined above.**

Please be aware that last minute cancellations and no-show visits are recorded in your patient file. A total of 3 cancelled or missed appointments for all visit types (new consult, procedure, follow-up) will result in discharge from our program. Without compliance from you, the patient, Comprehensive Pain Management of Central Connecticut cannot effectively treat your pain.

In signing below, I understand this policy and all of my questions/ concerns have been answered*

Signature: _____

Date: _____

***Please note that CPM will uphold this policy even if a patient does not sign.**