



Account # _____

LATE-CANCELLATION AND MISSED-APPOINTMENT POLICY

Thank you for choosing Pinnacle Dermatology as a provider of your healthcare needs. We would like to take this opportunity to welcome you to our clinic and explain our late-cancellation and missed-appointment policy.

We ask that patients who are not able to keep their appointments provide us with **24-hour advance notice**. We understand there are instances when situations out of your control will present themselves, and we will waive the late-cancellation or missed-appointment fee the first time this occurs. However, when this happens, we are unable to care for other patients who need appointments, therefore, we do have a fee for additional occurrences. After the first late-cancellation or missed appointment, there is a \$50 fee for office visits and a \$75 fee for excision/surgery procedure appointments.

Late-cancellation and missed-appointment fees are billed to the patient. This fee is not covered by insurance and is not eligible for reimbursement with an HSA or FSA account. And, it must be paid prior to scheduling your next appointment.

Additionally, if you are running more than 15 minutes late for your appointment, we will fit you in to the best of our ability when you arrive. Depending on the day’s schedule, we may or may not be able to see you. If we are not able to work you in to our schedule, the missed-appointment policy will apply.

We appreciate your understanding and consideration of this policy.

I verify I have been informed of the late-cancellation and missed-appointment policy:

Print Patient name

Patient DOB

Date

Patient Signature

10/2019