

You, the patient, are an advocate for your own healthcare. We urge you to take your scheduled appointments very seriously, as we do.

NO-SHOW, CANCELLATIONS & LATE ARRIVALS

If you need to cancel or reschedule an appointment, you are expected to contact our office via phone, voicemail or portal message **AT LEAST 24 HOURS PRIOR** to avoid additional fees. This allows us time to fill your slot with another patient.

Illness or emergency situations will be handled on a case-by-case basis and at the discretion of the clinic manager.

- **“NO SHOW”** is defined by not arriving online (for telehealth) or in-person for the scheduled appointment and not communicating with the Kutcher Clinic staff, via phone, voicemail or portal message prior to the appointment. **No Show fee is \$100.**
- **“LATE CANCELLATION”** is defined by canceling or re-scheduling your appointment with less than 24 hours notice provided to the Kutcher Clinic staff via phone, voicemail or portal message. **Late cancellation fee is \$50.**
- **“LATE ARRIVAL”** is defined as arriving online (for telehealth) or in-person for your appointment more than 15 mins after the scheduled time. Patients will only be seen at the discretion of the clinical team and may require your appointment to be rescheduled.

No-shows, repeated cancellations and late arrivals may limit your ability to make future appointments.

PRACTICE DISMISSAL

The Kutcher Clinic may dismiss patients and families from the practice who miss 3 or more appointments within a 12- month period and/or cancel 6 or more appointments within a 12-month period. If you are dismissed from the clinic, your remaining scheduled appointments will be cancelled.

Patients and families who schedule and fail to attend 2 or more “New Patient” appointments will result in immediate dismissal from the practice.

Patient Name: _____

Guarantor Name: _____

Signature: _____ Date: _____