

### **Late Cancellation and No-Show Policy**

This letter is to inform you that we are now going to start implementing a late cancellation and no-show policy. Unfortunately, this has become necessary due to the increasing number of late cancellations and no shows we have been experiencing.

Your appointment time is reserved exclusively for you and/or your child. We are unable to offer this time to another patient if we are expecting to see you and/or your child. Keeping your appointments recommended by your provider is necessary for optimal treatment. In addition, cancellations less than 24 hours in advance of the appointment are very difficult to fill.

Consequently, we are going to start charging a \$25.00 fee for late cancellations and a \$35.00 fee for no shows. A late cancellation is a cancellation less than 24 hours in advance of your appointment. We understand that late cancellations are sometimes unavoidable and consideration will be given in such situations. Our desire is for patients to keep their appointments or give us sufficient notice if an appointment needs to be cancelled or rescheduled. We do not want to have to impose late cancellation or no-show fees so please contact us as soon as you know that you will not be keeping your appointment.

Some insurance plans prohibit us from charging patients for late cancellations and no-shows and Woodcreek will abide by those prohibitions. However, patients with repeated no-shows or late cancellations may be terminated from care at Woodcreek's Allergy and Asthma Clinic.

Our desire is to provide high quality care to all of the patients we serve and to be accessible, in a timely manner, to as many patients who need our services. Keeping your appointments will allow us to do so.

If you have any questions about this policy please feel free to speak to your provider or call the Allergy and Asthma Clinic at (253) 848-8797, option #9.