

Late Cancellation and No-Show Policy

Your appointment time in one of our specialty clinics 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. Not only is keeping your appointments necessary for optimal treatment, but cancellations less than 24 hours in advance of the appointment are very difficult to fill.

The fee for a late cancellation is \$25.00 and the fee for no-shows is \$50.00. A late cancellation is a cancellation less than 24 hours in advance of your child's appointment and a no-show is when you do not keep an appointment and have not given the required 24-hour advance notice. We understand that late cancellations or missed appointments 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 canceled 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 need to cancel and/or reschedule an appointment.

Some insurance plans prohibit us from charging you for late cancellations and no-shows, and Woodcreek will abide by those prohibitions. However, patients with repeated no-shows or late cancellations may eventually be terminated from receiving health care at Woodcreek.

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