



MedCare Family Practice Medical Appointment Cancellation Policy

We strive at MedCare Family Practice to provide excellent medical care to you, your family and all of our patients. In order to do so effectively and efficiently, we have developed an appointment system which provides ample time for a patient.

"No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. In an effort to reduce the number of such occurrences, we have implemented a Medical Appointment Cancellation Policy.

Our policy is as follows:

- We request you give our office a 24-hour notice in the event you need to reschedule your appointment. MedCare Family Practice's office phone number is 706-322-2223. Please register for Piedmont MyChart to schedule/change/cancel appointments.
- Piedmont MyChart will send you appointment reminders via E-mail. You must register for MyChart in order to have this service. Please see our front desk receptionist for registration information. ***It is ultimately the patient's responsibility to remember their scheduled appointments.***
- If you miss an appointment and do not contact us within 24-hours of your appointment time, we will consider this a missed appointment. There is a **\$100.00** charge for a missed **new patient** appointment and a **\$50.00** charge for a missed **established** patient appointment. These charges will be your responsibility and billed directly to you.
- If you are more than 15 minutes late for an appointment, your appointment will be rescheduled and deemed a missed appointment. Appointments rescheduled on the same day are missed appointments.
- Three (3) missed "established patient" appointments or two (2) missed "new patient" appointments within a twelve-month period may result in a patient dismissal letter. MedCare Family Practice will provide emergency care treatment for a period of 30 days from the date of your patient dismissal letter. We will provide a medical release form for your convenience in order to send your medical records to your new physician.

A missed appointment fee will be billed to you directly and is not covered by your insurance. This balance must be paid prior to your next appointment. If you don't have a scheduled appointment, the balance is expected in a timely fashion. If your balance is not paid, you may be subject to collections.

Your signature below acknowledges MedCare Family Practice's Medical Appointment Cancellation Policy.

Patient Signature

Patient Name/DOB (Printed)

Date

MFP Representative Signature

MFP Representative Name (Printed)

Date