

Valley Clinics

P: 541.758.0766 | F: 541.753.2737

CANCELLATION AND NO-SHOW POLICY

We understand that situations arise in which you must cancel your appointment. It is therefore requested that if you must cancel your appointment you provide more than 24-hours notice. This will enable for another person who is waiting for an appointment to be scheduled in that appointment slot. With cancellations made less than 24-hours notice, we are unable to offer that slot to other people.

We require a 24-hour notice for any cancellations of appointments. If you fail to provide a 24-hour notice, it is considered a no-show.

- 1st no-show will result in a warning letter from our office.
- 2nd no-show may result in a \$25 fee that must be paid prior to scheduling another appointment OR a same-day appointment restriction will be added.
- If you reach 3 or more no-shows, you may be terminated from our office.

Patients who do not show up for their scheduled appointment without a call to cancel an office appointment will be considered as NO-SHOW. **New patients who do not show up to their first appointment may automatically be dismissed from the practice.**

The cancellation and no-show fees are the sole responsibility of the patient and must be paid in full before the patient's next appointment can be scheduled.

We understand that special, unavoidable circumstances may cause you to cancel within 24-hours. Fees in this instance may be waived but only with management approval.

Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Any questions regarding this policy, please call our office at (541) 758-0766

Please sign that you have read, understand, and agree to this Cancellation and No-Show Policy.

Patient Name (Please Print)

Date

Signature of Patient or Patient Representative

Relationship to Patient