

Tennessee Valley Neurological Associates

PATIENT CANCELLATION AND NO SHOW AGREEMENT

Welcome to Tennessee Valley Neurological Associates. We are glad you have made an appointment for yourself or your family member.

Effective October 1, 2017 TVNA will enforce a new Cancellation and No Show Policy.

In order to provide you with high quality health care, it is important for you to keep your scheduled appointment with the medical provider. Valuable time has been reserved for you or your family member. A missed appointment or late cancellation of an appointment results in lost time, which could have been given to another person waiting to receive care. *Every day we get many calls for appointments from both established and new patients. By canceling your appointment as soon as possible we can help other patients who are waiting to be seen.*

Our office **will try to call** one day ahead and remind you of your appointment; however, **it is your responsibility** to keep record of your appointment and to arrive on time. If you need to cancel or reschedule your appointment please call 24 hours in advance between the hours of 8:30am and 4:00pm. Our reminder calls will be made to the phone number patients provided on the last visit. **It is the patient's responsibility to provide a valid phone number and/or call with updated phone numbers.**

Patients who cancel appointments with less than **24 hours notice will be considered a No Show**. Every No Show visit will be recorded in your chart. Multiple No Show appointments within a **12 month period** can end your ability to make appointments and/or receive medical care at TVNA. **Prescription refills may be subject to a \$15 dollar refill charge for all no shows and cancellations.**

We realize that an emergency may occur, and you may not be able to notify us. We will discuss that situation with you when it happens.

After One (1) No Show/Cancellation: You will receive a letter and a phone call informing you of the No Show with a copy of this policy/agreement. You will be able to continue to receive medical services at TVNA. No Shows are subject to a \$25 No Show Fee.

After Two (2) No Shows/Cancellations: You will receive a second letter and phone call reminding you that this is your 2nd No Show. This will result in a \$50 No Show Fee. **This is will be the final notice of our No Show Policy.**

After Three (3) No Shows/Cancellations: You will receive a 3rd letter informing you that you have been dismissed from the practice.

Thank you for working with us to ensure that services are provided to all of our patients in the best possible way.
