



# North Park OB-GYN Associated, PC

2051 Hamill Road, Suite 400

Hixson, Tennessee 37343-4026

Telephone: 423-877-4549 • Fax 423-875-8510

Christopher I. Innes, MD  
Donna J. Prelog, CNM

Andrew R. Jones, MD  
Elizabeth E. Scarbrough, DO

## CANCELLATION/NO SHOW POLICY FOR APPOINTMENTS & SURGERY

### 1. CANCELLATION/NO SHOW POLICY FOR DOCTOR APPOINTMENT

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not cancel an appointment, you may be preventing another patient from getting the treatment they need. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book.

**NO SHOW FEE: \$25.00 - THIS WILL NOT BE COVERED BY INSURANCE**

### 2. SCHEDULED APPOINTMENTS

We understand that delays can happen, however we must try to keep the other patients and the doctors on time.

\*A new patient must be present 30 minutes prior to the scheduled appointment time or we will have to reschedule the appointment.

\*If an established patient is 15 minutes past their scheduled time we will have to reschedule the appointment.

### 3. CANCELLATION/NO SHOW POLICY FOR SURGERY

Due to the large block of time needed for surgery, last minute cancellations can cause problems and added expenses for the office.

**IF SURGERY IS NOT CANCELED AT LEAST 24 HOURS IN ADVANCE YOU WILL BE CHARGED A SEVENTY-FIVE DOLLAR (\$75) FEE; THIS WILL NOT BE COVERED BY YOUR INSURANCE COMPANY.**

Patient Name \_\_\_\_\_

Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_