



MISSED APPOINTMENT POLICY

Carolina Internal Medicine Associates believes that a good provider/patient relationship is based upon understanding and good communication. It is the policy of Carolina Internal Medicine Associates to monitor and manage missed appointments. To provide all of our patients with the best care possible, we ask that you make every effort to arrive at least 20 minutes early for your appointment.

This policy applies to missed appointments which include No Show, Late Arrival or a Late Cancellation:

- **No Show**- any patient who fails to arrive for a scheduled appointment and doesn't reach out to cancel.
- **Late Arrival**- any patient who arrives at the clinic **10 mins** after the scheduled appointment.
- **Late Cancellation**- any patient who cancels an appointment less than 24 hours before the scheduled appointment time.

We understand that situations arise causing delays or the need to cancel/reschedule your appointment. However, missed appointments impact the flow of patients in our clinics and takes away the opportunity for another patient to receive care. We request that if you must change your appointment, you contact us no later than 24 hours before your scheduled appointment time. If you arrive more than 10 minutes late for your scheduled appointment time, we may need to reschedule your visit to ensure that we can provide you with the necessary care without inconveniencing other patients. If you do not show up for your appointment, cancel or reschedule within 24 hours of your appointment time, or arrive more than 10 minutes after your scheduled appointment time, we will consider that a no-show.

To cancel or reschedule, please call us at 828-258-0397.

Missed appointments may be subject to a fee.

A \$25 fee will be charged when a patient misses an appointment for the following service:

- Coumadin Appointments

A \$75 fee will be charged when a patient misses an appointment for the following services:

- Routine Office visits
- DEXA BMD Scan

A \$100 fee will be charged when a patient misses an appointment for the following services:

- Established Patient Annual Visits or Physicals
- Established Patient Procedures

A \$125 fee will be charged when a patient misses an appointment for the following service:

- All New Patient Appointments

We know that unexpected situations sometimes arise. In the case of emergencies or extenuating circumstances, we may waive the missed appointment fee. Waivers are determined on a case-by-case basis at the provider's discretion. If you have a history of 3 or more missed appointments with a provider, the clinic may decide not to treat you or see you in the future and dismiss you from the practice.

You can help us ensure all patients have the appointment they need by:

- Arrive on time for your appointment
- Understand that if you arrive 10 or more minutes after your appointment time, we may need to reschedule your appointment.
- Notify the clinic at least 24 hours in advance if you can't make it to your appointment.