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# APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting Heidi Lynn Yip, NP in Acute Care PLLC with your healthcare. When you schedule an appointment with us, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, but no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our ***Appointment Cancellation/No Show Policy*** below:

* Any ***established patient*** who fails to show or cancels/reschedules an appointment with less than ***24 hours notice*** will be considered a ***NO SHOW*** and charged a $25.00 fee. The fee will be due ***prior to the next appointment*** (will accept at check-in) and is billed to the patient, not insurance.

* 3 no shows for established patients will result in discharge from the practice.

* Any ***new patient*** who fails to show for their initial visit will be charged a $40.00 fee due ***prior to the next appointment***.
* 2 no shows for an initial consultation will result in discharge from the practice.

* We will provide a courtesy reminder about your appointment, however ***failure to receive this reminder does not negate this policy.***

We understand there may be times when extenuating circumstances do not allow you keep your scheduled appointment. If this occurs, please contact our office to determine if we are able to waive the no show fee. If you do not reach anyone please leave a message or call again. You may also send a message through the patient portal instead.

**I have read and understand the Appointment Cancellation/No Show Policy and agree to its terms.**

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