



### **Appointment and Cancellation Policy**

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

#### **Cancellation of an Appointment**

If it is necessary to cancel your scheduled appointment we require that you call by 10 a.m. one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

#### **How to Cancel Your Appointment**

To cancel appointments please call 703-858-3208. If you do not reach the receptionist please leave a detailed message on the voice mail.

#### **No Show Policy**

A “no show” is someone who misses an appointment without canceling it by 10 a.m. one (1) working day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in the patients’ chart as a “no show”. The following fees apply for patients who “no show”:

Office Surgeries/Consultations \$75.00

Vein Procedures \$100.00

Ultrasounds \$150.00

The patient will be sent a bill alerting them to the fact that they have failed to show up for an appointment and did not cancel the appointment by 10 a.m. one (1) working day in advance. The bill is expected to be paid in a timely manner or it is subject to interest.

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I have read and understood Mountcastle Plastic Surgery's appointment and cancellation policy. I agree to the “no show” charges I may be responsible for.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_