



Cancellation/No Show Policy for Doctor Appointment

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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 call to cancel an appointment, you may be preventing another patient from getting much needed treatment. 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.

If an appointment is not cancelled at least 24 hours in advance you will be charged a (\$50) fee; this will not be covered by your insurance company.

Scheduled Appointments

We understand that delays can happen, however we must try to keep the other patients and the doctor on time. **If a patient is more than 15 minutes late for an appointment, the appointment may need to be rescheduled.** This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day, if one is available. We will try to accommodate late-comers as best as possible, but cannot compromise on the quality and timely care provided to our other patients.

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 cancelled at least 48 hours in advance you will be charged a (\$75) fee; this will not be covered by your insurance company.

Account Balances

We will require that patients with self-pay balances have an account balance of (\$0.00) prior to receiving further services by our practice. Patients who have questions about their bills or who would like to discuss a payment plan option may call and ask to speak to a business office representative with whom they can review their account and concerns.

Patients with balances over \$100 must make payment arrangements prior to future appointments being made.

Collection Agency

I understand if I have an unpaid balance to Pioneer Pain Management Inc. and do not make satisfactory payment arrangements, my account, may be placed with an external collection agency. I will be responsible for reimbursement of any fees from the collection agency, including all costs and expenses incurred collecting my account, and possibly including reasonable attorney's fees if so incurred during collection efforts.