

## Office Visit Practice Policy

We are fortunate that the office has a high demand for patient appointments. Our office, as a policy, does not overbook and makes every attempt to create a schedule, which will remain, in most instances, on time. In order to ensure that every patient has fair access to schedule a timely appointment, we have adopted the following policy towards cancellations and no shows.

### **Cancellations/ No Shows – Please read carefully.**

We are looking forward to meeting you and appreciate a call back to confirm. If you do not receive a call or a confirmation email from us we kindly ask you alert the office after your appointment and credit card information is given to staff.

You may call **805-541-0330** anytime *and if it is after hours you are welcome to leave a message* please remember though, that we need your credit card details and this authorization received prior to your initial appointment. *As a courtesy when time permits, we call to confirm your upcoming appointment.*

**If you do not receive a confirmation call, please be aware that the cancellation policy remains in effect.**

We understand that there are times when you must miss an appointment due to emergencies or obligations for family or work. Please keep in mind, as a policy we are on time, we respectfully ask the same from our patients and ask you arrive 5 minutes prior to your scheduled appointment.

We appreciate and kindly ask our patients to inform us in a timely manner of changes to their schedule. While your personal reasons may vary, the ultimate result of a late cancellation or no show is time that another patient was not given for their personal health needs.

**To cancel appointments please call the office as soon as possible 805-541-0330**

For non-emergent circumstances, **we require 48 hours in advance notice of all cancellations.** If compelling issues are present, please let the office know right away. We take great pride in caring for you in delivering the best results and support possible.

Failure to cancel your appointment in a timely manner will result in the following payment prior to rescheduling:

**Timely appointments – tardiness of any length, will risk the amount of time we are able to spend with you, since our ultimate goal is to deliver the best results please; always arrive 15 minutes before your scheduled appointment time.**

- **Missed Consultation / No Show fees are \$200.00 and non refundable for all hour block appointments.**

**Procedures and consultations** are given a large block of time in order to be performed. Additional staff is sometimes required for your consultations and procedures. Credit card information is collected at the time of the appointment.

I fully understand, agree, and authorize Dr. Hosn Office to assess cancelation fees according to the above outlined policy with the credit card information I have personally provided.

Signature \_\_\_\_\_

Patient

Print Name \_\_\_\_\_

Date \_\_\_\_\_