

MISSED APPOINTMENT POLICY

All patients¹ are required to give at least 24 hours advanced notice when cancelling an appointment, including any Patch Test appointment or any appointment scheduled at Asthma & Allergy Physicians.

A missed appointment is defined as any appointment for which a patient does not arrive for as scheduled ("no show"), or is cancelled without a minimum of 24 hours notice (same day cancellation).

Failure to give 24 hours notice ("Same Day Cancellation") or giving no notice at all ("No Show") will result in a penalty.

- 1st Missed Appointment: Written notice
- 2nd Missed Appointment: \$40.00 missed appointment fee
- 3rd Missed Appointment: \$40.00 missed appointment fee
- 4th Missed Appointment: \$40.00 fee and possible dismissal from Asthma & Allergy Physicians

Patients with an outstanding balance of missed appointment fees will NOT be allowed to schedule another appointment until the balance is paid in full.

If a patient requests to be put on a payment plan, Donna must approve it and create the payment plan. A patient who misses a payment on the plan will be not be allowed to schedule another appointment until their balance is paid.

¹ This policy does not apply to patients with MassHealth as their insurance provider.