

## **NOTICE TO OUR PATIENTS:**

We have noticed an alarming increase in the number of patients who do not keep appointments which they have scheduled. In order for appointments to be available for patients who need prompt urologic care, we have initiated the following policy:

Patients who cannot keep a scheduled appointment need to telephone any of our offices to cancel or reschedule at least 1 FULL business day before the scheduled appointment.

### **NEW PATIENTS:**

New patient who do not keep scheduled appointments, and who do not contact us in advance, will be billed a **\$250 NO SHOW** fee. This fee will need to be paid prior to making another appointment.

### **ESTABLISHED PATIENTS (Follow-up):**

A NO SHOW fee of \$50 will be charged to patients who do not keep scheduled general visit appointments, and who do not contact us in advance.

### **IN OFFICE PROCEDURES:**

There is a **\$250 NO SHOW** fee for patients that are scheduled for in office procedures. Patients who are scheduled for in office procedures (example include but not limited to: Urodynamics Testing, Ultrasound Kidney, Ultrasound Testicular, and Ultrasound Pelvis) that do not keep scheduled procedure appointments, and who do not contact us 1 FULL business day in advance will be charged this fee.

Patients who repeatedly do not keep appointments will be referred to another urologic practice for continuation of their care.

Each patient who has an appointment with our doctors will continue to be contacted two days in advance of scheduled appointments. However, this is a courtesy reminder and does not eliminate the need for the patient to cancel at least 1 FULL business day in advance of their appointment.