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No-Show Policy

The Physician's Weight Control & Wellness Center is dedicated to providing the highest quality care to our patients and we want to thank you for the privilege of being able to help you succeed in becoming a healthier you.

Recently we have been experiencing an increased number of patients who have either not shown up or have failed to call and cancel their appointment. In an effort to correct this problem we have found it necessary to implement a No-Show Policy for our office. **Effective August 1, 2009 you will be charged \$20.00 after two (2) occasions per calendar year of not giving 24 hours notice to cancel your appointment.** We truly regret having to implement a policy such as this, but in fairness to our patients who need to make an appointment and could have been scheduled at the time of a No-Show patient, we need to take actions necessary to see that our appointments are open and available for our patients.

A No-Show is defined as failing to cancel an appointment by talking to someone on our staff or by not calling and leaving a clear message (first and last name, date and time of appointment) canceling your appointment at least 24 hours before your appointment time. After hour cancelation messages may be left by calling 254-754-1438. All messages are recorded and kept.

Showing up tardy 15 minutes or more is also considered a No-Show and will result in rescheduling.

Thank you for understanding.

*Physician's Weight Control and Wellness Centers
Waco Office*

I have read and understand the No-Show Policy

Please sign and date

Patients Name: _____ Date of Birth: _____

Date: _____

Patient:

Having read the above policy and signing that you understand the guidelines, if you have No-Show appointments it will be noted on your chart and after two (2) occurrences during the calendar year you will be notified by a copy of this signed policy with the dates of the missed appointments noted below. Receiving a copy of this signed policy in the mail will indicate that you have had two (2) No-Show appointments and you will be charged a \$20.00 No-Show fee due at the time of your next appointment.

1st No-Show: Date: _____ Time: _____

2nd No-Show: Date: _____ Time: _____

Notification Date: _____

Established Patient No Show - Waco
June 22, 2009