Troy Family Practice

No Show/Missed Appointment & Cancellation Policy

Purpose
To provide timely and efficient care to all patients, appointment times are reserved specifically for you. Missed appointments and late cancellations limit our ability to provide care to other patients.

Missed Appointments (No-Shows)
A missed appointment occurs when a patient fails to arrive for a scheduled visit without prior notice.

Late Arrivals
Patients arriving more than **10 minutes late** may be required to reschedule.

No Show Fee Schedule

First Offense: Notification Letter
Second Offense: Notification Letter and a $25.00 fee
Third Offense: Notification Letter and a $50.00 fee or cost of the rescheduled appointment

These fees are not covered by insurance and are the patient's responsibility. Payment may be required prior to scheduling future appointments.

Michigan State Law Notice
Michigan law permits healthcare practices to charge reasonable missed-appointment and late-cancellation fees when patients have been notified of the policy in advance. Fees will only be assessed when permitted by applicable insurance contracts.

Repeated Missed Appointments
Repeated missed appointments or late cancellations may result in
-Same-day scheduling only
-Pre-payment or deposit required to schedule
-Possible dismissal from the practice

Emergencies
We understand emergencies occur. Fees may be waived at management's discretion.

Patient Acknowledgment
I acknowledge that I have received, read, and understand the Missed Appointment & Cancellation Policy. I agree to the terms outlined above and understand that fees may be applied as described.

Patient / Guardian Name (print): _____

Signature: _____Date: _____