



## **No-Show Policy**

The Physician's Weight Control & Wellness 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 called to cancel their appointment 24 hours before their appointment time. To correct this problem we have found it necessary to implement a No-Show Policy.

Read carefully. If you have questions about the guidelines of this Policy, please ask before signing.

### **No-Show Defined:**

Failing to cancel your appointment at least 24 hours before appointment time in one of the following ways will be considered a NO SHOW.

1. Talking directly to someone on our staff
2. canceling by responding to your appointment email/text
3. calling and leaving a clear message (first and last name, date of birth, date and time of appointment) on our answering machine. (After hour cancelation messages may be left by calling 817-277-3469. All messages are recorded and kept.)

In addition, arriving up 15 minutes or more after your scheduled appointment time will be considered a no-show and will result in rescheduling. If you are stuck in traffic and trying to get to our office and find you will be a couple of minutes past the 15-minute deadline PLEASE CALL OUR OFFICE IMMEDIATELY. We will try to work with you to avoid a no-show for the day.

### **Our Policy:**

If a NO SHOW by any of the above conditions apply, a \$25.00 no-show fee for that missed appointment will be assessed. The fee will be due when you come in for your next appointment or may be paid on our online portal. (If you have two consecutive no-show appointments you will not be able to schedule another appointment without first paying \$50.00 for the two missed appointments.)

We truly regret having to implement a policy such as this, but in fairness to our patients who are waiting for appointments, we need to take actions necessary to see that more have access to the medical care they need and want.

Thank you for understanding.

*PWCW reserves the right to make changes to our No-Show Policy at any time. Should changes occur you will be notified and the new policy will be posted on our website.*