



NORTHEAST
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CANCELLATION / NO-SHOW POLICY

Please read carefully.

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement a no-show/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Cancellation of an Appointment:

In order to be respectful of the medical needs of other patients, please be courteous and call Northeast Endocrinology @ 210-650-3360 promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

Late Cancellations:

Late cancellation will be considered as a “no-show”.

No-Show Policy:

A “no-show” is someone who misses an appointment without cancelling it in an adequate manner. “No-shows” inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no-show”. The following are Northeast Endocrinology’s “no-show” fees:

1. Office Visit No-Show: \$50
2. New Patient No-Show: \$100
3. Procedure (FNA/Ultrasound) No-Show: \$100

The “no-show” fees will not be covered by your insurance, but will have to be paid by you personally before you will be able to schedule another appointment.

In the event you have three “no-shows”/cancellations, all remaining appointments may be cancelled and may be referred back to your primary care/referring physician for future medical care.

Patient signature _____ Date _____