

# Missed Appointment/Cancellation Policy

*Effective January 1, 2022*

## **Cancellation of an Appointment:**

In order to be respectful of the medical needs of other patients, please be courteous and call our office promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel or rescheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to timely veterinary care.

## **How to Cancel Your Appointment:**

To cancel your appointment, please call 407-366-3233. If you do not reach the receptionist, you may leave a detailed message on our voice mail. If you would like to reschedule your appointment, please leave your name and phone number. We will return your call promptly.

***\*\*\*If your scheduled appointment is on a Monday you will need to contact our office before closing on the Friday prior to your Monday appointment.***

## **Late Cancellations:**

A cancellation is considered late when CVH receives less than 24-hour advance notice.

## **Appointment “No Show” Policy:**

A “no-show” is a client who misses an appointment without cancelling it. A failure to be present at the time of a scheduled appointment will be recorded in the client/patient chart as a “no-show”. This includes arriving more than 15 minutes after your scheduled appointment.

- The **first** time there is a “no-show” or late cancellation there will be no charge to the client.
- The **second** occurrence will result in the client being charged the cost of an office visit (\$65), to be paid prior to scheduling further appointments.
- The **third** occurrence will result in the client being charged the cost of an office visit (\$65) and the client may be discharged from the practice.

## **Surgery/Procedure Appointment Late Cancel/No Show Policy:**

A *surgery/procedure* late cancel or “no-show” is a client who misses a surgery/procedure appointment without providing 24-hour advanced notice of cancellation.

- The **first** time this occurs we will call to offer to reschedule the appointment and our missed appointment fee of will be waived.
- If there is a **second** missed surgical appointment we will call to reschedule and the client **will** be charged a missed appointment fee of \$125.00. This fee must be paid prior to rescheduling an appointment.
- If a **third** incident of a missed surgical/procedure appointment occurs you **will** be charged a missed appointment fee of \$250.00. This fee must be paid prior to rescheduling an appointment and CVH reserves the right to discharge the client from the practice.

***CVH understands that occasionally there are circumstances beyond a client’s control that require missed appointments. Management reserves the right to review such occurrences on an individual basis and make exceptions as deemed appropriate.***

***We thank you for your cooperation and understanding!***