

Did Not Show (DNS) Fee Table and Policy

Missed Appointments

An appointment is considered missed anytime a patient does not show up during the allotted time (even if they show up later in the day) or does not cancel or reschedule more than 1 business day in advance (see below).

Cancelled Appointments

Appointments must be cancelled at least 1 business day in advance to avoid a fee. For example, if the appointment is Monday morning at 9, the appointment must be canceled by the previous Friday at 9. Otherwise it is considered a missed appointment.

Rescheduling Appointments

An appointment that needs to be rescheduled must be rescheduled at least 1 business day in advance (as defined above) to avoid a fee. Otherwise it is considered a missed appointment.

Late Patients

If you are running late for your appointment, we request a call so we can notify the provider. If you are running more than 15 minutes late, you may need to reschedule your appointment. If you arrive after your entire allotted appointment time has passed, we will do our best to accommodate you if time allows. However, the appointment will be considered missed if we are unable to accommodate you during the same business day.

Same Day/ Next Day Appointments

When an appointment is made for the same day or the next day, it is confirmed at the time it was made. If it is canceled or rescheduled, a fee will be charged.

Appointment Type	DNS Fee
Nurse Visit	\$25
Established Patient Office Visit	\$50
New Patient Office Visit	\$75
Wellness	\$75