



Patient Acknowledgement Appointment Cancellation/No Show Policy

Thank you for trusting your medical care to Fair Oaks Ortho. When you schedule an appointment with Fair Oaks Ortho, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective April 1, 2023, any established patient who fails to show or cancels an appointment and has not contacted our office with **at least 24 hours notice**, will be charged a **\$50.00 fee**. The first no-show fee will be waived however, any other no-show or late cancellations will occur the **\$50.00 fee**.
- Any new patient who fails to show for their initial visit will be charged a **\$75.00 fee at the time of their rescheduled appointment or they will be sent a bill**.
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.
- If you are **20 or more minutes late** for your appointment, the appointment **may be cancelled and rescheduled**.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. **If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee.** You may contact Fair Oaks Ortho, Monday to Friday 8am to 4:30pm. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message.

Please sign and date below your acknowledgement.

I have read and understand the Appointment Cancellation/No Show Policy and I acknowledge its terms. I also understand and agree that such terms may be amended from time-to-time by the office.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date