

APPOINTMENT CANCELLATION POLICY

In making an appointment with a TruCare provider, whether virtually or in-person, the practice has foregone other patients or activities during that time and set it aside just for you. We ask that you respect that commitment and be on time for your appointment.

If you cannot make your scheduled appointment, TruCare requires you to provide at least 24-hour notice. A cancellation made with less than a 24-hour notice significantly limits our ability to make the appointment available for another patient in need.

In order to maximize our availability to our patients, TruCare instituted the following policy:

1. Patients must provide our office a 24-hour notice in the event that you need to reschedule or cancel your appointment. This will allow us the opportunity to open that time so we can care for another patient. You can always leave a message with our answering service to avoid a cancellation fee being charged.
2. A No-Show Fee of \$25 will be assessed for a no-show or cancelled appointment, without 24-hour notification.
3. The No-Show Fee is not billable to your insurance, and must be paid prior to scheduling your next appointment.
4. If you are 15 or more minutes late for your appointment, Tru Care reserved the right to consider you a no-show and cancel and/or reschedule the appointment to a time later in the day or on another day. TruCare is under no obligation to rearrange or move other appointments to accommodate a late arrival.
5. We send out reminders for appointments solely as a courtesy. If you do not receive a reminder call, text, or email, this cancellation policy, including the No-Show Fee, remains in effect.
6. If you consistently miss appointments without providing appropriate notice, or are frequently late for appointments, TruCare reserves the right to dismiss you from the practice.

Singing below constitutes your acknowledgement and acceptance of this policy, and agree to be bound by the terms and conditions above.

Signature

Date

Print

If other than patient, relationship to patient