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## CLINIC POLICIES

Our goal is to provide quality care in a timely manner. To do so, we have revised our appointment Cancellation and No-Show policies. This policy enables us to utilize available appointments for our patients needing immediate care. Please carefully read the following:

### **Please acknowledge your understanding by initialing below:**

- New Patients, EKG/Pre-Op and PAP Smear appointments must arrive 30 minutes early to complete paperwork. Patients must present all insurance cards and picture ID at each visit.
- Return Office Visits, Follow-up Visits and Acute Visits must arrive 15 minutes early.
- Cancellations made less than 24 hours in advance will be considered a "NO-SHOW" and will result in a cancellation fee of \$75 for 15-minute appointments and \$150 for 30-minute appointments.
- NEW PATIENTS must have their initial visit to the office. New Patients who do not give a minimum of 24-hr notice to cancel and simply "No Show" their 30-minute in office visit, will be charged \$150 and may be subject to discharge.
- ESTABLISHED PATIENTS with (2) or more No Shows in a 6-month period may be subject to discharge. AIMS reserves the right to discharge a patient on an at-will basis and/or for failure to abide by our policies.
- Copays, deductible amounts, and all outstanding balances are due at the time of service. If you are unable to pay at the time of service, our office will reserve the right to refuse service.
- A fee of \$25 will be charged for all checks returned due to insufficient funds. Patients will be liable for the full amount of the check plus the \$25 service charge.

**\*Fees do not apply to patients with Medi-Cal due to state laws, all other clinic policies apply\***

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