

Endocrinology Associates of Central NJ



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CANCELLATION POLICY

Endocrinology is a medical specialty in which a timely diagnosis and treatment is vital. Endocrinology Associates of Central N.J. strives to provide access to services that meets the needs of both patients and referring physicians. However, it is difficult to provide access to care when appointment slots go unfilled because patients cancel at the last moment or simply do not show up. We are asking all patients to be mindful of our requirement to provide **at least 24 hours notice whenever an appointment cannot be kept. After hours, a message can also be left with our voice mail system by calling our regular office telephone number. An appointment is considered missed if 24 hours notification is not given.**

In order to maximize scheduling efficiency and patient access to care, we are forced to implement the following procedures:

- 1. If a new patient appointment is missed and 24 hours notice is not given, the only way a second appointment will be scheduled is if a credit card number is obtained. If the second appointment is missed, a fee of \$150 will be charged to your credit card.**
- 2. For failure to pay a co-payment at the time of service as required by your insurance company, there will be a \$10 charge to cover our billing costs. Insurance company contracts require payment of co-pays at time of service. We should not need to bill patients for co-pays.**
- 3. There will be a \$25.00 charge for the return of a personal check for insufficient funds.**

I have read and agree to comply with the above notification requirements and charges for noncompliance.

Patient Name (Please Print): _____

Signature: _____ Date: _____

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