**ADMINISTRATIVE AND/OR PENALTY FEES**

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of our care.

1. ***Cancellation/No Show Policy for Doctor Appointment***

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel, you may be preventing another patient from getting much needed treatment. Equally, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a what seemed to be a full appointment book.

**A no show" is someone who misses an appointment without cancelling it with at least 48 business hours of notice.**

How to cancel your appointment: If it is necessary to cancel your scheduled appointment, we require that you call at least 48 business hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. You may cancel the appointment by calling 540-779-1648 during business hours of Mon-Friday 8am to 6pm, or by emailing hr@gracehealthservice.com .

1. **Scheduled *Appointments*/Tardy**

We understand that delays can happen, however we must try to keep the other patients and doctor on time. If you are running late, please notify the office. 540-779-1648

**If the patient is 10 minutes or more late to the scheduled appointment, you will need to be rescheduled and will be charged the same day cancellation fee.**

**Same Day Appointment Change/ Late Appointment/ No Show Fee $50.**

**Form Completion of any kind $30 per page.**

**Medication Prior Auth $25 (This does not guarantee approval from ins.)**

Printed Name: Click or tap here to enter text.

Signature:

Date: Click or tap to enter a date.