



APPOINTMENT, CANCELLATION AND NO-SHOW POLICY

To ensure that each patient is given the proper amount of time for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. In order for this to take place we have implemented an appointment, cancellation and no-show policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Schedule Appointments

To schedule an appointment please call 423-844-6600. Any clerical staff member can provide you with an appointment. We encourage you to call and schedule an appointment with our office for any type of visit including emergency, routine follow up, or nurse only visit.

Cancel Appointments

To cancel an appointment, please call 423-844-6600.

In order for each patient to receive the proper care we ask that you please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who has an urgent need of treatment. We require that a minimum of 24 hours notice be given. Appointments are in high demand, and your early cancellation will give another person the possibility to receive timely medical care.

Late Cancellations

Late cancellations will be considered as a "no show" appointment. Please see No-Show Policy for information.

No-Show Policy

Thank you for trusting your care to The Urology Clinic. When you schedule an appointment with The Urology Clinic, 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 review our no show / cancellation policy below:

- Effective May 7, 2021 any patient whether they are new or established who fails to show or cancel / reschedule an appointment within at least 24 hours of their scheduled appointment will be considered a no show and will be **charged a 25.00 fee.**
- The fee is charged to the patient, not the insurance company, and is due at the time of scheduling your next appointment.
- Three no show visits will result in dismissal from the practice

Walk-In Appointment

We realize that illnesses and accidents occur unexpectedly. We will make every effort to provide medical care for those patients who have an urgent need but we encourage you to call the office to notify us of the problem rather than walking in without an appointment. General exams, prescription renewal, and routine care are not appropriate to be seen as a walk in appointment and will be instructed to schedule a first available appointment with the physician.

Life-threatening Emergencies

Always call 911 immediately in case of a life-threatening emergency.

If the life-threatening emergency occurs here at our practice our staff will contact 911 immediately.

I have read and understand the Urology Clinic appointment, cancellation and no-show policy. I understand my responsibility to plan appointments accordingly and notify the appropriate person if I need to cancel an appointment. I understand that if I fail to show for my appointments I could face being discharged from this practice.

Patient Signature

Date