



On behalf of everyone at Vermont Gynecology, thank you for trusting us with your care. When you schedule an appointment with us, we set aside enough time to provide you with the highest quality of care. Should you need to cancel or reschedule an appointment, please do so as soon as possible and *no later than 48 business hours prior to your appointment*. This will give us enough time to schedule another patient who may be waiting for an appointment. **Please refer to our Late Arrival, and No Show/Late Cancellation policies below.**

LATE ARRIVAL POLICY

New patients must check-in 30 minutes *before* their scheduled appointment time, otherwise the appointment may need to be rescheduled and a \$75 fee will apply.

Established patients must check-in 15 minutes *before* their scheduled appointment time. A 15-minute grace period *may* be allowed for unforeseen delays while traveling to our office.

If an established patient arrives more than 15 minutes after their scheduled appointment time, the patient will be rescheduled and a \$75 fee will apply. This process will ensure that patients who arrive on time are seen in a timely manner.

NO SHOW/LATE CANCELLATION POLICY

A “No Show” is a patient who fails to appear for a scheduled appointment without at least 48 business hours cancellation notice. Further, canceling, rescheduling or arriving late to an appointment with less than 48 business hours notice is considered a late cancellation and is treated as such. **The following fees and policies will apply to all No Show and late cancellation visits:**

Established patients:

- First No Show/late cancellation - \$75.00 fee will apply.
- Second No Show/late cancellation - \$100 fee will apply.
- If a third No Show/late cancellation occurs - \$150 fee will apply, and the patient may be dismissed from Vermont Gynecology.

New patients:

- Any new patient who fails to show for their initial visit without canceling at least 48 hours prior to the visit - \$100 fee will apply, and the patient will not be rescheduled, unless there are extenuating circumstances.

Appointment reminders are sent as a courtesy by call, text and/or portal message 6 days before the scheduled appointment. These reminders offer each patient the opportunity to confirm or reschedule their appointment. All reminders are documented in the patient’s electronic health record. Regardless of receiving a reminder, patients are ultimately responsible for keeping their scheduled appointments.

We understand there may be times when unforeseen emergencies occur. In those cases, you may not be able to keep or reschedule your appointment. If you experience an extenuating circumstance, please contact our Practice Administrator to explore options.

Patient Signature

Date