



“No Show” and “Late Cancellation” Policy & Procedure For Office Visits

At the Foot & Ankle Reconstruction Center of Georgia, our goal is to provide quality foot and ankle care in a timely manner. Please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. Available appointments are in high demand and your early cancellation will give another person the possibility to timely foot and ankle care.

Because of this, we have implemented a no show and late cancellation policy, which enables us to better utilize available appointments for our patients in need of foot and ankle care. Patients who fail to show for their scheduled appointment or did not notify the office with 24 hours of their scheduled appointment time, shall be subject to the “No Show/Late Cancellation” policy as follows:

- ❖ 1st No Show/Late Cancellation: Courtesy reschedule
- ❖ 2nd No Show/Late Cancellation: The patient is subject to dismissal from the Foot & Ankle Reconstruction Center of Georgia. The patient will be unable to reschedule an appointment and be seen without completing an appeals process.
- ❖ After the 2nd offense and dismissal, if the patient wishes to be seen by our office in the future, the patient must request their chart to be reviewed by the physician for need and medical necessity of treatment. There is a \$50 non-refundable fee to initiate this process. The physician will then determine if continued foot and ankle services are needed from the Foot & Ankle Reconstruction Center of Georgia. If the physician determines that the patient is in need of continued care, the patient will continue to be seen by our office. Upon the patient’s next “No Show/Late Cancellation” policy offense, the patient will be permanently discharged from the Foot & Ankle Reconstruction Center of Georgia.
- ❖ These fees are not covered by insurance and are therefore the sole responsibility of the patient.
- ❖ If an appointment is cancelled/rescheduled by the Foot & Ankle Reconstruction Center of Georgia, then the patient is not subject to the “No Show/Late Cancellation” policy offense. Insurance authorization denials/delays are also an exemption of the offense.

How to Cancel Your Appointment

To cancel or reschedule appointments, call the Foot & Ankle Reconstruction Center of Georgia at 770-929-3338. If you call after hours, please follow the prompts to leave a detailed message with your name, appointment time, and reason for cancellation.

Signature of Patient/Guardian

Date

Printed Name

Witness