

## CANCELLATION & NO SHOW POLICY

Thank you for trusting your medical care to the Allergy Center of Connecticut. When you schedule an appointment 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 see our Appointment Cancellation/No Show Policy below:

### Established patients:

- Effective January 1, 2019 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours notice will be considered a No Show and charged a \$25.00 fee.
- Any established patient who fails to show or cancels/reschedules an appointment with no 24 hour notice a second time will be charged a \$50.00 fee.
- If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from the Allergy Center of Connecticut.

### Food challenges:

- Due to the large block of time needed for challenges, last minute cancellations can cause problems and added expenses for the office. If challenges are not cancelled at least 3 days in advance you will be charged a \$50 fee; this is will not be covered by your insurance company.

New patients: Any new patient who fails to show for their initial visit will not be rescheduled.

### Notes:

- If a patient arrives 15 minutes past their scheduled time we will have to reschedule the appointment.
- These fees are charged to the patient, not the insurance company, and are due at the time of the patient's next office visit.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.
- ZocDoc appointments must be cancelled through ZocDoc.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact the Allergy Center of Connecticut 24 hours a day, 7 days a week at the numbers below. Should it be after regular business hours Monday through Friday, or a weekend, you may leave a message. Messages left at either location are acceptable.

**NOTE:** Patients on a Medicaid insurance plan will not be charged a fee, instead they may be dismissed from the practice.