



## CANCELLATION POLICY

At SurgOne, P.C. ("SurgOne"), we strive to provide care in a timely and efficient manner. When a patient misses a scheduled appointment or cancels with minimal notice, that time is lost, which can negatively impact our ability to accommodate other patients in need of medical care. Therefore, SurgOne has adopted the following Cancellation Policy. By signing below, you acknowledge and agree to the following:

- Any patient who fails to appear for a scheduled office appointment or cancels an appointment with less than 72 business hours' notice will be charged a \$50.00 cancellation fee.
- Any patient who fails to appear for a scheduled surgical procedure or cancels surgery with less than five business days' notice will be charged a \$250.00 cancellation fee.
- All outstanding cancellation fees must be paid in full before scheduling the patient's next appointment with SurgOne.
- Patients are solely responsible for the payment of cancellation fees. These fees are not covered by insurance companies, Medicare, or other third-party payers.
- If a patient is more than 15 minutes late for a scheduled appointment, SurgOne reserves the right to reschedule the appointment.
- Any patient who, within a 12-month period, misses three or more scheduled appointments or cancels three or more scheduled appointments with less than 72 business hours' notice may be dismissed as a patient for all SurgOne providers.

We are happy to address any questions you may have after reading our Cancellation Policy. Please let our staff know if you would like a copy of this policy.