



## **NO SHOW / LATE-CANCEL POLICY**

**Effective July 1<sup>st</sup>, 2022**

Thank you for trusting your medical care to Idaho Physical Medicine and Rehabilitation (IPMR). When you schedule an appointment with IPMR 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 note that any occurrences prior to 7/1/2022 will not be subject to these changes.*

### **No-Shows & Late Cancellations: (less than 24 hours' notice before scheduled arrival time)**

#### **Clinic Patients:**

- 1<sup>st</sup> occurrence must pay \$25 before we can schedule a new appointment.
- 2<sup>nd</sup> occurrence must pay \$50 before we schedule another appointment.
- 3<sup>rd</sup> occurrence - Established patients \$75 before we schedule another appointment. New patients will not be allowed to reschedule.
- 4<sup>th</sup> occurrence - Provider review

#### **ASC Procedures:**

- 1<sup>st</sup> occurrence must pay \$100 before we can schedule a new appointment.
- 2<sup>nd</sup> occurrence must pay \$125 before we schedule another appointment.
- 3<sup>rd</sup> occurrence must pay \$150 before we schedule another appointment
- 4<sup>th</sup> occurrence Provider review

As a courtesy, we make reminder calls and/or send text messages for appointments. 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 Management, who may be able to waive the No Show fee. You may contact Idaho Physical Medicine and Rehabilitation via your Patient Portal 24 hours a day, 7 days a week. Should it be after regular business hours Monday through Thursday, or a weekend, you may leave a message with our answering service.

Thank you for your understanding and cooperation,

Idaho Physical Medicine and Rehabilitation