PrimeMD
Quality . Efficiency . Empathy

# Late Cancellation and No-Show Policy

We understand that plans can change, and we're happy to help when you need to cancel or reschedule an appointment.

To ensure appointment availability for all patients and to minimize waiting times, we kindly ask that you notify us at least 24 hours in advance if you are unable to attend your scheduled visit.

**What Counts as a Late Cancellation or No-Show?**

- Late Cancellation**:** Canceling or rescheduling an appointment less than 24 hours before the scheduled time.
- No-Show: Missing an appointment without providing at least 24 hours' notice.

**Fees for Missed Appointments**

- Appointments that are not canceled or rescheduled with at least 24 hours' notice will incur a $25 fee.
- This fee is not covered by insurance and will be billed directly to the patient.

**How to Cancel or Reschedule**

You may cancel or reschedule your appointment using any of the following methods:

- Patient Portal**:** If you are enrolled, you may cancel or reschedule your appointment at any time through your account.
- By Phone**:** Call our office. If we are unable to answer, please leave a voicemail that includes:
    - Your full name
    - Date of birth
    - Appointment date and time
    - Reason for cancellation

**Helpful Reminder**

Please plan to arrive 15 minutes before your scheduled appointment to allow time for check-in and any necessary paperwork. Arriving early helps us stay on schedule and ensures your visit runs smoothly.