

Missed Appointment Cancellation Policy



*We strive to provide availability for all our patients who need an appointment.
But often there are not enough slots available.
For that reason, this Missed Appointment/Cancellation Policy is necessary.*

POLICY

- **Office appointments or diagnostic testing** (x-rays, scans, urine tests, etc.) – patients must provide 24 hours (one business day) notice.
- **Procedures scheduled at our Norwood Surgery Center or a local hospital** - patients must provide 48 hours (two business days) notice.

This allows us to schedule other patients who need to be seen.

CANCELLATION FEES

Appointments not cancelled within the timeframes listed above, or patients who fail to show up for a scheduled appointment or procedure, will be subject to a fee as outlined here:

Appointment Type	No Show/Late Cancellation Fee
Office Visit	\$50.00
Diagnostic Imaging/Testing	\$50.00
Procedures (TUC and Hospital)	\$150.00

The fee must be paid in full before the appointment can be rescheduled.

HOW TO CANCEL YOUR APPOINTMENT

To avoid a fee, cancel your appointment in advance one of these 3 ways:

1. Call your physician's office during normal business hours (24 business hours prior to your appointment) and speak with someone directly. **(513) 841-7400.**
2. Call our Norwood Surgery Center during normal business hours (24 business hours prior to your appointment) and speak with someone directly. **(513) 841-7400.**
3. Respond to the appointment reminder text you received.

Cancelling an appointment through our website, Facebook, or other social media are NOT acceptable methods of cancellation and you will be charged for your missed visit.

We kindly ask that patients who are running late for an appointment call the office as soon as possible to see if we are still able to accommodate the visit. Multiple no-shows or cancellations may result in withdrawal from receiving future medical care from our providers.