

No Show Policy For PARKWAY CARDIOLOGY ASSOCIATES

Our goal is to provide quality individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner." We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

Late Cancellation/No Show Policy:

Late Cancellation is considered a No Show when someone misses an appointment without cancelling it within a 24 hour advance notice.

On your second No-Show occurrence you will be charge a No Show fee of \$30.00 that will be billed to your account and will be recorded in your medical record as a "no-show". The \$30.00 fee must be paid before your next appointment. Your 3rd No Show could mean a dismissal from our practice.

In the event that you have a special circumstance regarding your missed appointment, please contact our business office at 865/482-9455.

If you are delayed and cannot make an appointment on time, please call to advise us of your situation and provide an estimated time of arrival. Any significant delay may require the visit to be rescheduled.

How to Avoid Getting a "No-Show"

1. Confirm your appointment
2. Arrive Early
3. Give 24 hours' notice to cancel appointment

We do appointment reminder calls 2 days before your appointment, please make sure that we have your correct phone number.

What to Bring to your Office Visit

1. Insurance Card
2. Photo ID
3. List of your medications
4. List of your concerns
5. Payment: please be prepared to pay your deductibles, co-pays, co-insurance and any balances that are due on your account.

Payment is expected at time of service.