

# Oakland General Surgery

## Missed Appointment Policy

Dear Patient,

We strive to create as many appointments as possible for our physicians and nurse practitioners so that we can provide all the services needed by our patients. We need the help of our patients to make our system work. We know and understand how busy everyone's lives are and we know plans change. We would like the courtesy of a call if an appointment cannot be kept.

It is our policy that any scheduled appointment be canceled with **at least 24 hours** notice to the appointment time except in the case of an unforeseen emergency.

If an appointment is canceled, we will do our best to give our patient the next available appointment time for the type of visit required.

If you fail to keep an appointment and or procedure, our office will send a letter notifying you of the missed appointment and the missed appointment will be noted in your chart, and there will be a charge of **\$50**. Three missed appointments may cause dismissal from our practice.

Please understand this policy will not affect those patients who keep their appointments. In an office with many missed appointments we are trying to accommodate those patients that need to be seen in our office. We look forward to your anticipated understanding and cooperation.

Sincerely,

Oakland General Surgery Staff