

Appointment Attendance Policy for No Shows and Late Cancels

The Pain Spine and Joint Center of the Alleghenies are trying to offer services to all our patients in a timely manner and provide care to everyone that needs treatment. Therefore, we take our appointment attendance seriously and have implemented this No Show/ Same Day cancellation Policy.

- We require for all appointments a minimum of 24-hour notice, we kindly ask and encourage a 48-hour notice if it is a planned event.
- Any appointments that are cancelled in less than 24 hours, are cancelled on the Same day, or you simply fail to show for you appointment the day you are scheduled will all be counted the same way.
- Please note that we do have the right to terminate your care even after the 1st or 2nd offense if we deem it necessary. We try to offer 3 opportunities, but it is possible after any missed appointment you can be terminated from the practice.
- After your missed appointment our automated system will send out a notification via e-mail or text message to make you aware you have missed your appointment. It will be your responsibility to call the office to be rescheduled if the practice determines you are eligible to be rescheduled. We track all missed appointments including cancelled appointments and it will be at our discretion whether we permit you to be rescheduled or not.
- If you are released from the practice due to missed appointments, we will mail you a letter to notify you of the discharge in addition we will alert your PCP as well.

Patient Signature:_____ Date:_____

Policy revised 10/31/2024
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