



Dear Patient:

Summit Health strives to meet and exceed the expectations of all our patients. We value your health and access to our providers and their care. To ensure our providers are available to meet the needs of every patient, Summit Health has implemented a No-Show Policy.

We understand there may be times when you will need to cancel an appointment with our office. Therefore, it is requested that if you cannot keep your scheduled appointment, you please call our office **at least 24 hours in advance** to cancel or reschedule. That will give us the opportunity to schedule that time for another person.

As a courtesy, dependent upon when you scheduled your appointment, you may also receive an automated appointment reminder and/or phone call from the Department. If you do not receive one for your appointment it does not represent a valid excuse for a missed appointment.

Patients that do not arrive for a scheduled appointment or notify the department **at least 24 hrs in advance (also known as “No-Show”)** may be subject to the following fees:

- \$25.00 for an Office Visit
and/or
- \$150.00 for a Procedure Visit

These fees will be determined by your provider and will vary depending on appointment type and purpose for your scheduled visit. Please be aware that certain departments have additional fee schedules. You will be notified if your appointment includes expanded expectations around cancellation and/or arrival time that could result in additional charges.

By your signature below, you acknowledge that you understand the contents of this policy including cancelation/arrival expectations and any associated fees you may incur.

Thank you for your cooperation.

Signature