



1401 Centerville Rd., Suite 202 Tallahassee, FL 32308-4638  
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## **CANCELLATION / RESCHEDULE / NO-SHOW POLICY**

We thank you for choosing North Florida Women's Care to provide your Obstetrical / Gynecological care. Our goal is to provide you with the highest level of care utilizing the most up to date technologies available to us while remembering that compassion and privacy are of the utmost importance to our organization.

In order that we may provide these services, our appointment schedule reflects our effort to care for our patients in an efficient and timely manner. If you are unable to keep your appointment, it is required that you contact our office as soon as possible at **(850) 877-7241**. You can also communicate with us through our secure **Patient Portal** 24 hours a day. Just go to **www.NFLWC.com**. This enables us to offer that appointment time to another patient who is in need of care.

If you are unable to keep your appointment, North Florida Women's Care requires 24-hour advance notice of the cancellation or reschedule request. Failure to do so may result in a **no-show fee of \$25 up to \$50**. All appointments for procedures including but not limited to IUD insertions, GYN Ultrasounds, Colposcopies, and Urodynamic Studies will have a no-show fee of \$50.

### **ALL PATIENTS**

1. You must call the office directly at **(850) 877-7241**, choose the "Appointment Scheduling" option and speak with one of our scheduling team members to cancel or reschedule your appointment. This allows another patient to be seen in that appointment allocation.
2. If you are going to be late for your appointment, you must contact our office at **(850) 877-7241**, choose the "Appointment Scheduling" option, and speak with a scheduling team member. You may be requested to reschedule your appointment if you are going to be late by 15 minutes or more. If you are seen after being late, you may need to be worked back into the schedule; usually after all other patients already scheduled for that morning or afternoon have been seen.
3. North Florida Women's Care provides appointment reminders via telephone call, text message, and e-mail. Therefore, it is highly unlikely that you will not have received your reminder and our cancellation policy will remain in effect.
4. If you have three or more cancelled and / or rescheduled appointments within a 12 month period, you may be subject to dismissal from the practice.

### **NEW PATIENTS**

5. First "No Show" Appointment: You will be notified of your missed appointment and requested to reschedule the appointment. You may also incur a "No Show" fee of \$25.
6. Second "No Show" Appointment: You may be subject to dismissal from the practice and may incur a \$25 "No Show" fee.

### **ESTABLISHED PATIENTS**

7. First "No Show" Appointment: You will be notified of your missed appointment and requested to reschedule your appointment. You may also incur a \$25 "No Show" fee.
8. Second "No Show" Appointment: You will be notified of your missed appointment and requested to reschedule your appointment. You may also incur a \$25 "No Show" fee.
9. Third "No Show" Appointment: You may be subject to dismissal from North Florida Women's Care.

I have read and understand the Appointment cancellation Policy and agree to be bound by its terms.

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Patient Signature

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Date