



Center for Orthopaedic Surgery and Sports Medicine

7940 FLOYD CURL DRIVE SUITE 560 • SAN ANTONIO, TX 78229

PHONE: (210) 692-7400 • FAX: (210) 692-0090

No Show/Cancellation Policy

Effective 11/1/2012

To Our Patients:

The Center for Orthopaedic Surgery and Sports Medicine is committed to helping you manage and maintain your orthopaedic healthcare needs. When you schedule an appointment with one of our physicians that time is reserved exclusively for you to discuss and review your medical concerns. If you know that you will be unable to keep your appointment, we ask you to show consideration by calling our office **24 hours** in advance. Providing our office with adequate notice will allow us to offer that appointment time to another patient who needs to see the physician. We do understand that on occasion unforeseen circumstances do arise and the need to cancel your scheduled appointment without advanced notice may be unavoidable. We will address those situations as appropriate.

The following no-show/cancellation fee will be assessed:

A **\$40 charge** will be assessed for "no showing" or for failing to give 24-hour notice of the need to cancel all **routine appointments**.

All no show/cancellation charges will need to be paid prior to your next appointment with the physician. Three or more no shows or cancellations will require the account to be paid in full and a pre payment of this fee to reserve an appointment time. Pre payments will be applied to any charges incurred for this visit. These charges are not billable to your insurance and will be the patient's responsibility

We thank you for working with us to ensure that services are provided to all our patients in the best manner possible. Please contact the Office Manager for any questions you may have regarding this policy.

The Physicians and Staff at the Center for Orthopaedic Surgery and Sports Medicine.