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## *CANCELLATION & LATE POLICY REMINDER NOTICE*

**Don't you just hate it when a few bad eggs ruin it for the rest of us? Our goal is to provide quality medical care in a timely manner. In order to do so we have a 48-hour cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.**

### **Scheduling Appointments**

Schedule online for your appointments or call the office for availability. We encourage advance scheduling for preventative visits, pap exams, IV therapy and acupuncture packages to ensure availability. We strongly encourage patients to request refills of prescriptions/supplements via email ([info@starrybrook.com](mailto:info@starrybrook.com)) 7 business days prior to shortage.

### **Cancellation of an Appointment**

We understand changing schedules. In order to be respectful of the medical needs others please be courteous and call promptly if you are unable to attend. Appointments are in high demand, and your early cancellation will give another person the possibility to be seen. If it is necessary to cancel your appointment we require that you call by **48 hours** before your scheduled appointment.

### **How to Cancel and Reschedule Your Appointment**

To reschedule appointments please call 603-583-5181, if you do not reach the receptionist you may leave a detailed message on the voicemail. You may also reschedule online 48 hours in advance by clicking the "BookNow!" button for a more convenient time.

### **Late Cancellations**

Late cancellations, made less than 48 hours prior to your appointment time, will be considered as a "no show".

### **No-Show Policy**

A "no-show" is someone who misses an appointment without canceling 48 hours in advance. No-shows inconvenience those individuals who need medical care. A failure to present at the time of a scheduled appointment will be recorded in the patients' chart as a "no show". You may be charged the full amount for the appointment. The patient will be sent a letter alerting them to the fact that they have failed to show up for an appointment with the required 48 hours advance notice. A copy of the letter will be placed in the patient file. Three "no shows" will result in the temporary suspension of services. In order to reinstate services the patient will be required to meet with the Doctor or delegate to evaluate the situation.