

## North Raleigh Endocrinology No Show Policy

Thank you for trusting your medical care to North Raleigh Endocrinology & The Diabetes Center. When you schedule an appointment with North Raleigh Endocrinology & The Diabetes Center we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment No Show Policy below:

- Effective October 6, 2017, any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with **at least 24 hours notice** will be considered a no show and charged a **\$20.00 fee**.
- Any established patient with a **third** no show or cancellation/reschedule without 24 hours notice may be **dismissed** from North Raleigh Endocrinology & The Diabetes Center.
- The fee is charged to the patient, not the insurance company, and is **due at the time of the patient's next office visit**.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our Practice Manager, who may be able to waive the no show fee. You may contact North Raleigh Endocrinology & The Diabetes Center at 919-844-6218.