

Cancellation / No Show Policy

NEW-PATIENT APPOINTMENTS

Your appointment time is reserved for you. Please let us know as soon as possible when you cannot attend so that we can offer the appointment to another patient.

Canceling or rescheduling. Please provide at least 24 hours' notice before your scheduled appointment to cancel or reschedule without a fee. This means 24 consecutive hours, including weekends and holidays.

You may notify us by calling 480-831-0700, including leaving a voicemail when the office is closed, or by canceling or rescheduling through Zocdoc if you booked there. We use the time your notice was submitted—not the time our staff reads it.

Late cancellations and missed appointments. Where permitted by applicable law and your health plan, a \$50 fee applies when you:

- Cancel or reschedule with less than 24 hours' notice; or
- Do not attend and have not notified us before the appointment.

We provide one courtesy waiver for a first late cancellation within a 12-month period. A missed appointment without notice does not automatically qualify for that courtesy waiver.

Appointments booked on short notice. When an appointment is booked less than 24 hours in advance, we will not charge a late-cancellation fee if you notify us before the appointment begins. A no-show fee may apply if you do not attend or contact us and you previously acknowledged this policy.

Advance notice of this policy. Fees apply only after you have received and acknowledged this policy. We do not apply new fees retroactively. When this policy is first provided less than 24 hours before your appointment, you may cancel before the appointment begins without a late-cancellation fee.

Exceptions and assistance. Please contact us about emergencies, unexpected illness, disability-related needs, transportation failures, or financial hardship. We will review these circumstances before assessing a fee. We do not charge for appointments canceled by our office or missed because of an office scheduling error.

AHCCCS/Medicaid patients are exempt from these fees under this office policy. Other health-plan restrictions also apply.

Repeated missed appointments. Repeated missed appointments may result in a scheduling review with our office manager and clinician, including additional confirmation arrangements. We will consider medical needs, access barriers, and applicable health-plan requirements.

Billing. Any applicable fee is an administrative charge to the patient, not a charge for medical services, and will not be submitted to insurance. A saved payment card will be charged only under a separate valid payment authorization. Please contact us promptly about an incorrect charge or an exception request.

This policy applies to comparable new-patient appointments regardless of how they were booked.

Patient acknowledgment I have received and understand this policy.

Patient or financially responsible adult: _____

Signature: _____ Date: _____