

Oracle Pain Clinic

Broken Appointment Policy

Our office appreciates and respects your time. The treatment planned for you is specific to you. It is important for you to keep the scheduled dates and times to properly complete your pain needs.

A broken appointment is a loss to **three** people: the patient who missed valuable time, the patient who could have taken the valuable time, and the doctor who was fully staffed and prepared for the appointment.

Be sure to cancel by contacting the office during regular business hours. Cancelling after hours or during the weekend gives the staff less time to prepare for the cancellation and reach out to other patients who might want to take that appointment time. If you must cancel, please give advance notice. Our cancellation policy requires at least **48 hours'** notice before the appointment time because **specialized** appointments require extended preparation time.

If you are more than 15 minutes late for your appointment, you **WILL** be rescheduled to our next available appointment time.

If you are non-compliant with the doctor's treatment plan, your appointment will be rescheduled until you become compliant. For example, if you are asked to get x-rays, you need to get them before your next scheduled follow-up appointment.

Below is a list of the fees we will charge you if any of the following appointments are missed:

Follow-up	\$50.00
Injections	\$100.00
Procedures (i.e. RF, SCST trials, Discograms)	\$500.00

It is necessary for us to enforce these policies to be fair to all our patients. These policies should decrease the waiting time for all patients and help ensure availability and prompt medical care. We understand that a situation may arise where you may not be able to give us a **48-hour** cancellation notice. Exceptions may be made on an individual basis provided you have appropriate proof of the delay.

Thank you for your understanding and cooperation.

I have read this broken appointment policy, and I agree to the terms outlined.

Signature: _____ Date: ____/____/____