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Cancellations and Missed Appointments

REVISED POLICY 1/1/2020

When you schedule an appointment, this hour is reserved for you. Should you need to cancel or reschedule your appointment, please contact our office as soon as possible. This gives us time to schedule others who may be waiting for an appointment. To avoid a late cancellation fee of \$65.00, please contact the office at least 24 hours prior to your scheduled appointment. **Monday appointments must be cancelled by noon the preceding Friday to avoid a charge.** You may contact our office 24 hours a day, 7 days a week at the number listed above. Should it be after regular reception coverage hours (M-F 8am – 3pm), or on a weekend, you may leave a message.

REPEATED CANCELLATIONS AND MISSED APPOINTMENTS

When you schedule an appointment, this hour is reserved for you. If you are unable to give adequate notice of cancellation, or if you repeatedly cancel appointments, it affects both me and other clients as well. It is not unusual for me to have a waiting list for new clients and a cancel list for current clients who wish to be seen sooner than their scheduled appointment. Without proper notice, these appointment spots often go unfilled. Therefore, if you are unable to consistently keep appointments, I will consider alternative arrangements, such as moving you to same day scheduling (you may call in the morning and if there is an opening that day you may schedule it), or, in some cases, I may discharge you from my practice.

Credit Card Consent

____ (initial) I understand that by signing this agreement, I authorize Ann Smolin, Ph.D., to charge the \$65 fee to my credit card on file at the time of missed appointment or late cancellation.

____ (initial) If the card on file is denied or not valid, I agree to pay the \$65 at my next appointment.

____ (initial) I understand that if the courtesy automated appointment reminder service fails to send me a message, I am still responsible for the appointment I scheduled and the associated fees for missing it.

MEDICAID CLIENTS

____ (initial) It is unclear whether Medicaid allows for providers to charge for missed appointments. They do however allow providers to discharge clients who do not keep their appointments. If you have 2 or more missed appointments or late cancellations, you may be discharged from my practice.

I have read the above policy changes and understand they replace any previous policies regarding missed or late cancelled appointments. I understand the policy and by my signature below, I agree to be bound by the terms of this policy.

Printed Name

Date

Signature