

# SWEETWATER PULMONARY ASSOC.

Sandip Desai, M.D.

## Cancellation Policy / No Show Policy Doctor Appointments

Thank you for trusting your medical care to Sweetwater Pulmonary Associates. When you schedule an appointment with Sweetwater Pulmonary Associates, we set aside enough time to provide you with the highest quality medical care in a timely manner. In order to do so, we have had to implement an appointment / Cancellation policy. The policy enables us to do better utilize available appointments for our patients in need of medical care.

Effective November 1, 2021, 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 **\$25.00 fee**. Any established patient who fails to show or cancels/reschedules an appointment with no **24 hours notice** a **second time** will be charged a **\$50.00 fee**.

New patient that fails to show or cancel /reschedule an appointment and has not contacted our office with **at least 24 hours notice** will be considered a **No Show** for their initial visit, and **will not be rescheduled timely**.

### Cancellation/ No Show Policy for Doctor Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

A “**no show**” is someone who misses an appointment **without** canceling it at least 24 hours in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner.

### How To Cancel Your Appointment

If it is necessary to cancel your scheduled appointment, we require that you call us **at least 24 hours in advance**. Appointments are high in demand, and your early cancellation will give another person the possibility to have access to timely medical care.

To cancel an appointment, please call our office from 9:00 am to 4:45 pm Monday to Thursday and Friday from 9:00am to 3:00 Pm, at the number **832 255 6632**. You may also cancel via email at **least 24 hours in advance** of your appointment at **sweetwaterpulmonary@gmail.com**.

**I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms.**

\_\_\_\_\_  
Signature (Parent/Legal Guardian)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Relationship to Patient

\_\_\_\_\_  
Date