



## MISSED APPOINTMENT POLICY

This notice is to inform you about our Missed Appointment Policy. We realize your time is valuable. MAP will do its best to honor your appointment and provide incredible care to you during your time with us. In return, we expect you to attend each appointment on time and offer us 24-hour notice to cancel or reschedule an appointment. Please note that we require 24 business hours in order to consider an appointment a reschedule and not a missed appointment. Keeping your scheduled appointments and following your provider's advice is critical to your success at MAP!

### PLEASE NOTE:

Refills are considered at each appointment and arranged to last until the next appointment. By missing or rescheduling appointments, refill cycles will potentially be interrupted, and providers may not be able to refill medication(s). Please access our patient portal for any refill requests.

To respect your time MAP has instituted the following policy:

1. First Missed Appointment = Reminder of this Policy (to include New Patient Appointments).
2. Second Missed Appointment = **\$25.00** fee payable before the next appointment is scheduled.
3. Third Missed Appointment = **\$150.00** fee, and you will no longer be allowed to schedule an appointment in advance. At this time, you will be moved to "Walk-In Hours." This will include designated walk-in hours or scheduling within 24 hours of contacting our office.

Walk-in hours are regularly available at all locations but are subject to change. Before attending, you should contact the clinic and confirm the availability of walk-in hours.

**My signature acknowledges that I understand MAP's Missed Appointment Policy and that I agree to pay the fees associated with any missed appointments. I understand that I may be seen by any provider at MAP during Walk-in hours and may not have the ability to choose which provider is seen.**

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Signature

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Printed Name

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Date