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APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to the staff of Medi-Eagle Express HealthCare. When you schedule an appointment with us, we allocate enough time to provide you with the highest quality care.

Regular Appointment Cancellation/No Show

Should you need to cancel or rescheduled an appointment, please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment.

Same day Appointment Cancellation/No Show

Should you need to cancel or rescheduled an appointment for same day appointments, please contact our office as soon as possible, and no later than two (2) hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below:

- Effective October 1, 2020 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours' notice for regular appointments or 2 hours' notice for same day appointments 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 hour notice a second time will be charged a \$30.00 fee.
- If a third No Show or cancellation/reschedule with no 24 hour notice should occur the patient may be dismissed from the Medi-Eagle Express HealthCare Program.
- Any new patient who fails to show for their initial visit will not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect. We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee.

You may contact Medi-Eagle Express HealthCare 24 hours a day, 7 days a week at the number below. Should it be after regular business hours Sunday through Saturday from 7:00 a.m. to 11:00 p.m., you may leave a message which will be an acceptable means of notice

Medi-Eagle Express HealthCare - Richmond, Texas (713) 425-3907

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

Signature (Parent/Legal Guardian) _____ Printed Name _____

Relationship to Patient _____ Date _____