

**MARY KELLY GREEN, MD, PLLC**

M. KELLY GREEN, MD

P. CHRISTI CARTER, MD

NICHOLAS LANCASTER, MD

TED FELTON, OD

**Marble Falls Office Hours: Monday thru Thursday 8:00am to 5:00pm, and Friday 8:00am to 12:00pm**

**Burnet Office Hours: Monday 8:00am to 5:00pm & Thursday 8:00am to 12:00pm**

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**MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY**

**NO SHOWS**

- Effective June 1, 2021, any patient who fails to show for a scheduled appointment will be charged a **\$80.00** “No-Show” fee.
- If a **third** “No-Show” **or** cancellation/reschedule with no 24 hours’ notice should occur, the patient may be dismissed from the practice.
- Unpaid “No-Show” fees could lead to the termination of the physician/patient relationship if the matter is not rectified.
- Please note: There is a separate fee for patients that “No-Show” or “Cancels without 24hrs notice” for any surgery or procedure. If you are scheduled for surgery or a procedure you will be required to review and sign that policy as well.

**IMPACT of a “No-Show” Appointment**

- “No-Show” appointments have a significant negative impact on our patients. When a patient “No-Shows” a scheduled appointment it:
  - Potentially jeopardizes the health and vision of the “no-showing” patient
  - Is unfair to other patients on a waiting list, who would have taken the appointment slot

I have read and understand the Medical Appointment Cancellation/No Show Policy and agree to its terms. I understand as a courtesy, when time allows, the office of Mary Kelly Green, MD, PLLC will make a reminder call for my appointment the day before it is scheduled. I further understand that if I do not receive a courtesy reminder call or message, the above Policy will still remain in effect.

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*Patient Signature or Signature of person acting on patient’s behalf*

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*Date*