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### **No-Show & Cancellation Policy**

At Prime Care of Georgia, our goal is to provide timely, accessible, and high-quality care to every patient. Missed appointments and late cancellations reduce our ability to offer care to others in need. To ensure fairness and maintain availability, we have established the following policy.

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#### **No-Show Policy**

A “no-show” occurs when a patient does not arrive for a scheduled appointment and does not notify the office in advance.

Fees for No-Show Appointments:

- Established Patients: \$50 no-show fee
- New Patients: \$75 no-show fee

These fees will be charged to the patient’s account and must be paid before scheduling future appointments. Insurance providers do not cover these charges.

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#### **Same-Day Cancellation Policy**

A same-day cancellation is defined as canceling or rescheduling an appointment less than 24 hours before the scheduled time.

Same-Day Cancellation Fee:

- \$35 for both new and established patients

This fee is also not billable to insurance.

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#### **How to Cancel or Reschedule**

To avoid fees, patients must notify us at least 24 hours in advance by calling our office during business hours. Voicemails left outside office hours will be considered received at the start of the next business day.

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#### **Repeated Missed Appointments**

Patients with repeated no-shows or same-day cancellations may be asked to prepay for appointments or may be dismissed from the practice at the discretion of the provider.

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#### **Exceptions**

We understand that emergencies and unforeseen circumstances occur. Fee exceptions may be granted on a case-by-case basis at the provider’s discretion.

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**SIGNATURE OF PATIENT / LEGAL GUARDIAN / LEGAL REPRESENTATIVE**

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**DATE**