

Subject: Important Updates Regarding Our Practice Policies

Dear Valued Patients,

We hope this message finds you in good health. As part of our commitment to providing high-quality care and improving our services, we are implementing some new policies. These changes will take effect starting August 7, 2024.

1. No-Show Policy:

- For regular appointments: A fee of \$20 will be charged for missed appointments without prior notice.
- For wellness exams: The no-show fee will be \$40.
- This fee is payable prior to future appointments being scheduled. This is not a fee that will be billed to your insurance company and is the responsibility of the patient entirely.
- Please remember to cancel or reschedule appointments at least 4 hours in advance to avoid the no show fee.
 - Patient accounts with multiple no-shows are subject to discharge from the practice at the discretion of the provider.
- Exceptions: We understand emergencies happen. If you are unable to contact us to cancel/reschedule your appointment due to extenuating circumstances, please contact us as soon as possible. Upon review, the fee may be waived.

2. Form Completion Fees:

- If you require forms to be completed (e.g., school, work, disability), there will be a charge of \$15 per form.
- Urgent requests (needed within 5 business days) will incur a fee of \$30.
- Forms to be completed during a scheduled appointment, specifically for that purpose, will not incur an additional fee.

3. Prescription Requests:

- We require 48 hours notice for regular prescriptions. There is a \$15 fee for any request that doesn't meet that requirement. Control Substances require 72 hours notice to avoid the \$15 fee.
- We encourage you to plan ahead whenever possible to avoid this additional charge.

We appreciate your understanding and cooperation as we strive to enhance our services and maintain efficient operations. If you have any questions or concerns, please feel free to reach out to our office.

Thank you for choosing our practice for your healthcare needs. We look forward to continuing to serve you.

Trumansburg Family Medicine