



Missed Appointment/Cancelation Policy

Missed appointments and last minute cancellations adversely affect you, our other patients and the practice as a whole. It limits the availability of appointments for other patients and delays your treatment. We provide reminder calls before your appointment as a courtesy, but we may not always reach you. For this reason, we expect that you will be responsible for remembering scheduled appointments. If you must cancel a scheduled appointment, please provide as much notice as possible. **Please contact us at (860) 409-1515 if you need to cancel or change an appointment.**

Our policy requires a pre-paid deposit for consultations and a minimum of 24-hour notice of cancellation. We understand that emergencies happen and will make allowances when appropriate. *Failure to provide sufficient notice of cancellation can result in the forfeiture of your deposit. Forfeited consultation fees are donated to the Crohn's & Colitis Foundation.*

Appointment reservations of 1-hour or more require a minimum of 48-hour notification. As stated on our surgical quotes, surgical procedures require 4-week notice when cancelling. Lengthy appointments are much harder to fill on short notice. *Patients that do not abide by our cancellation policy may be subject to forfeiture of their deposits.*

If you are an established patient and are scheduled for an injection, please be mindful of when you schedule these appointments, especially during holidays. Last minute cancellations are unfair to those patients that are waiting to come in. Providing our office a minimum of 48-hours allows us to call the patients that are on our Wait List and give them the opportunity to come in sooner. We actively use this Wait List and our patients are very grateful when given the opportunity to accelerate their treatments.

If you repeatedly cancel without adequate notice, you may be asked to pre-pay for appointments at the time they are scheduled. In cases where this becomes a chronic issue, Stanislaw Facial Plastic Surgery Center reserves the right to ask you to find a new practice for medical care.

Arrival Time & Appointment Preparation

We appreciate your consideration in arriving for your scheduled appointment on time and with forms completed in advance. Forms can be found on our website under the Patient Resources tab. We work hard to stay on schedule for our patients; when a patient arrives late for an appointment it sets the entire day's schedule off. *We reserve the right to reschedule appointments if you arrive 10 or more minutes late for your appointment.*

If you are using manufacturer's rewards points we ask that you have those codes ready prior to your arrival and present them at check-in.

By signing below, I acknowledge the cancellation and arrival policy and will do my best to abide by them.

Patient _____ Date _____ / _____ / _____