



## Medical Appointment Cancellation/No-Show Policy

Thank you for trusting your medical care to Jasper Obstetrics and Gynecology. When you schedule an appointment with us, we set aside time to provide you with the highest quality care. As a courtesy, we send multiple reminders via text, email, and/or voice message to help you remember your scheduled appointment. Please circle the method(s) you prefer to be notified. **TEXT**      **EMAIL**      **VOICE MESSAGE**      **ALL THREE**

If your schedule changes and you cannot keep your appointment, please contact us as soon as possible so we may reschedule you and try to accommodate those patients who are waiting for an appointment. You can reach us through our patient portal at [myhealthrecord.com](http://myhealthrecord.com), reply to your reminder, or call us at 812-481-2229.

Please review our Cancellation and No-Show Policy below:

A “cancellation” is when someone cancels/reschedules her appointment within the 24 or 48-hour time frame indicated below OR arrives more than 15 minutes after the scheduled time and is unable to be seen.

A “no-show” is when someone fails to show for an appointment without notice.

- There will be a \$25 fee for an established OB/GYN visit that is considered a no-show or cancelled less than 24 hours prior to your scheduled appointment.
- There will be a \$50 fee for a new OB visit OR a consult/specialty visit that is considered a no-show or cancelled less than 48 hours prior to your scheduled appointment. A specialty visit may involve an ultrasound, intrauterine device (IUD) insertion, saline infusion sonogram (SIS), Nexplanon insertion, endometrial biopsy, or colposcopy.
- There will be a \$100 fee for an in-office hysteroscopy OR surgery scheduled at the St. Thomas Medical Center or Memorial Hospital that is considered a no-show or cancelled later than 48-hours prior to your scheduled surgery.
- We understand that unforeseen emergencies occur. The fees begin on the second offense in a two-year period. Upon the third offense, you may be considered for dismissal from the practice. If you incurred a fee because of an emergency, please contact our Practice Manager to further discuss your situation.

No-show and cancellation fees may be charged directly to the patient and not to the insurance company. Payment will be due before you may schedule your next visit.

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