



NO-SHOW AND LATE FEE POLICY

Thank you for choosing Sano Orthopedics for your musculoskeletal care. We strive to provide you with the best care possible and to accomplish this goal, we ask that you make every effort to keep your scheduled appointments and arrive promptly. Good medical care and a positive doctor-patient relationship are dependent upon consistent consultation and treatment. This cannot be accomplished with frequently missed appointments.

A “no-show” appointment is defined as missing an appointment without canceling at least 24 hours before the scheduled time. If you are unable to keep your scheduled appointment, it is our policy that you must cancel and/or reschedule your appointment at least 24 hours before your scheduled appointment time. If you are more than 10 minutes late for your appointment without prior notification, we reserve the right to cancel the appointment and the cancellation fee will apply. Reminder calls for appointments are a courtesy only. Patients are responsible for remembering their scheduled appointments.

For us to provide the best care possible to all our patients and avoid unnecessary delays in care, we ask:

- New patients: please arrive 15 min early to complete the check-in process
- If you need to cancel or reschedule, please do so at least 24 hours in advance
- Call our office if you are running more than 10 minutes late

A \$50 fee will be charged to no-show orthopedic appointments and a \$25 fee for physical therapy no-show appointments. This is not covered by insurance and will need to be paid before rebooking. We also reserve the right to terminate our relationship with you after three (3) or more occurrences.

We do realize that, on occasion, emergencies or circumstances may arise beyond your control. We will address these situations with you should they occur.