



NAPERVILLE CLINICAL ASSOCIATES

1755 Park Street – Suite 300
Naperville, IL 60540
(630) 983-8920

FAILED APPOINTMENT/LATE CANCELLATION POLICY

If you are unable to keep your appointment or are going to be late, please call our office as soon as possible. This courtesy allows us to make time available to other patients. We ask that you cancel appointments by 9:00 a.m. on the previous business day. This means that Monday appointments should be canceled by Friday at 9:00 a.m., Tuesday appointments should be canceled by Monday at 9:00 a.m., and so forth. If your appointment is on the first business day after a major holiday, you must cancel before 9:00 a.m. on the last business day before the holiday to avoid fee. You may leave a message on the voicemail to cancel. We will make every effort to fill the time, but if we are unable to, you will be charged for a late cancellation. **If you arrive more than 15 minutes late, your appointment will need to be rescheduled, and you will be charged the usual fee.** Any charges applied must be paid prior to your next visit. These charges are not billable to your insurance company. We send **courtesy e-mails** to remind you of your appointment. It is your responsibility to make sure we have your up to date e-mail address.

I have read and understand this policy.

Date

Signature of Patient/Guardian