



Missed Appointment and Cancellation Policy

At Palmetto Skin & Laser Center, we put our faith in you to keep your appointment. When we schedule your appointment, a specific amount of time is reserved especially for you. Many offices double or even triple book appointments to prevent from being financially damaged as a result of a missed appointment. However, double booking appointments does not allow us to give the attention to detail needed to provide excellent quality care to our patients. For this reason, we choose to not over book appointments.

If for any reason you must cancel or change your appointment, it is important that you give our office at least **two business days' notice** so we can offer that time to someone on our waiting list who is in need of urgent dermatologic care.

Arrive Early: Arriving early to your appointment allows sufficient time for us to verify insurance coverage while you complete any necessary paperwork and update your information.

New patients need to arrive 30 minutes prior to their appointment

Established patients need to arrive 15 minutes prior to their appointment.

Please keep in mind that your insurance company requires that data be updated prior to each visit. If your insurance information is not updated, your claim may be denied, leaving you responsible for the payment.

Every effort is made to treat patients at their scheduled appointment time. There are, however, times when our schedule is delayed due to unforeseen treatments and/or urgent situations. We apologize in advance for any inconvenience if this occurs during your visit to our clinic. We will provide the same level of service if you are in need of immediate care.

Late Arrivals: Please help us stay on time by arriving early to your appointment. If you arrive late to your scheduled appointment, you may be asked to reschedule, as it causes other patients to wait beyond their scheduled appointment time. If you arrive more than 15 minutes late, your appointment may be rescheduled. If this happens it will be considered a missed appointment.



Palmetto Skin & Laser Center

Trust the doctors the doctors trust.

Missed appointment: If an appointment is missed or canceled within the two business day window, a letter will be sent to your home reminding you of our policy and the effects of your missed appointment. We also reserve the right to charge the following minimum fees that must be paid prior to future appointments:

New Patient: \$50

Established Patient: \$25

Surgery or Procedure Appointment: \$75

We understand that true emergencies happen. If this is the case, please provide us with an adequate explanation for the missed appointment and the charge may be removed from your accounts record.

I have read the policy above. I understand and agree to abide by the listed terms.

Signature of Financially Responsible Party

Date