



POLICY FOR MISSED APPOINTMENTS, LATE CANCELLATIONS, OR LATE RESCHEDULES

It is the policy of Sutton Dermatology + Aesthetics to require a 24-hour notice for appointment cancellations or reschedules. Later appointment times are in high demand and we require a 48 hour notice. Repeated abuse of the policy, or repeated failure to show for a scheduled appointment, may result in termination of our services.

When the scheduled patients fail to show, cancel, or reschedule an appointment, the patient will receive a **missed appointment letter** from the SRD/SRAC front office. The letter informs the patient they have missed their scheduled appointment and should call to reschedule. . The front office will make documentation in the patient's medical chart.

After a second missed appointment, or late cancellation/rescheduling in the past year, the dermatology coordinator will send the patient a written letter stating one or more missed appointments or late cancellation/rescheduling may result in formally discharging the patient from the care of the SDA provider(s). The dermatology coordinator will place a copy of the letter in the patient's medical chart and on the computer system.

After a third missed appointment, or late cancellation/rescheduling in the past year, the SRD front office staff will route the chart to the SDA coordinator for his/her review. The provider and coordinator will review the information. The provider(s) will make the final decision of termination of our services, at which time a certified letter will be sent to the patient. Documentation will be made in the patient's medical chart and the computer system by the dermatology coordinator.

A copy of this policy is available to patients upon their request.

SDA will make attempts to notify all patients of the above policy by posting the following notice in the SDA waiting room, or appointment reminder letters, as well as on some of our office handouts: " We require a 24-hour notice for cancellations and rescheduled appointments. Repeated abuse of this policy (or failing to show for an appointment) may result in termination of our services.

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