

# **PATIENT CANCELLATION, DISCHARGE AND DISMISSAL POLICY**

This policy covers cancellations, no-shows, noncompliance with treatment recommendations, and non-payment.

**Cancellations and No-shows:** If you need to cancel, please provide 24 hours (48 hours is preferred for longer procedures/surgeries) notice. Repeated failure to do so may result in dismissal from our practice. For dermatology visits, a series of three letters will be sent after late cancellations and no-shows, potentially leading to dismissal. Aesthetic visits may involve a service deposit and charges for cancellations, late cancellations, and no-shows.

**Noncompliance with Treatment Recommendations:** If you consistently fail to follow prescribed treatment plans, we will communicate the importance of compliance. We may offer support, educational materials, and warnings. Continued noncompliance may result in dismissal after a final warning.

**Non-Payment/Collections:** Patients are expected to pay in full upon receiving a statement. If payment is not received within 60 days, we may contact you for payment before considering collections. Multiple instances of being sent to collections may lead to dismissal.

If dismissal is necessary, you will be notified in writing via certified letter, including reasons and relevant instructions. Detailed records of all communications and actions related to discharge will be maintained in your file. We review this policy annually and update as needed.

This policy is effective as of 2/19/24. All patients will be informed upon enrollment, and any revisions will be communicated by email. A copy of this policy is available to patients upon their request.

Thank you for your understanding and cooperation. We appreciate your commitment to your health and our shared goal of maintaining a positive healthcare experience.