



Notification of No-Show Charges

Crouse Medical Practice schedules appointments so that each patient receives the appropriate amount of time to be seen by our providers and staff. This is why it is very important that you keep your scheduled appointment with us and arrive on time.

As a courtesy, and to help patients remember their scheduled appointments, Crouse Medical Practice sends appointment reminders either by phone or by text (patient preference) two days in advance of the patient's upcoming appointment.

If your schedule changes and you cannot keep your appointment, please contact us so we can reschedule you and accommodate those patients who are waiting for an appointment. As a courtesy to our office as well as to those patients who are waiting to schedule with the provider, please give us at least 24 hours' notice.

If you do not cancel or reschedule your appointment with at least 24 hours' notice, we may assess a \$50 "no-show" service charge to your account. This "no-show charge" is not reimbursable by your insurance company. You will be billed directly for it.

After two consecutive no-shows to your appointment in a rolling calendar year, our practice may decide to terminate its relationship with you.