

No-Show / Late-Cancellation Policy

Thank you for trusting your urological care to Urology Austin. When you schedule an appointment with us, we set aside enough time to provide you with the highest-quality care. Should you need to cancel or reschedule an appointment, please contact our office as soon as possible and no later than **2 business days** before your scheduled appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

A "no-show" is someone who misses a scheduled appointment or arrives more than **15 minutes** past the appointment start time.

A "late cancellation" is canceling or rescheduling an appointment within **two (2) business**. (For example, a Monday appointment canceled on the prior Thursday or Friday is a "late cancellation.")

No shows or late cancellations will be charged as follows:

- Office appointments - **\$50.**
- Any test or procedure appointment scheduled at a Urology Austin - **\$100.**
- Physical and Occupational Therapy appointments-**\$100**
- Any procedure or surgery scheduled at an off-site -**\$500.**
- In the event of **three** (3) documented no-show or late cancellations the patient may be subject to dismissal from the practice.

We understand that special unavoidable circumstances may cause you to no-show, cancel, or reschedule within 2 business days. Fees may be waived in this instance. Please contact the Billing Department at 512-687-1970 for additional information.

Our practice firmly believes that good physician/patient relationships are based upon understanding and good communication.

By signing below, you acknowledge that you have read, understood, and agree to this No-Show/Late Cancellation Policy.

Print Name

Date

Patient Signature