



## MISSED APPOINTMENT AND DISCHARGE POLICY

### No Show and Late Arrivals

Due to the high number of patients requesting appointments, the wait time to get into our clinics has grown. Because of this, Comprehensive Pain Specialists has a low tolerance for missed appointments that waste resources and prevent other patients from receiving the care they need.

- **PROCEDURE APPOINTMENTS- \$500.00 charged fee**
- **CLINICAL APPOINTMENTS- \$100.00 charged fee**

(These fees are patient responsibilities and will not be covered by insurances or liens and while we do understand that there are circumstances that arise, we ask that you call to speak to a manager prior to your appointment time, otherwise fees will only be waived with proof of emergency).

### **You are a no-show if you:**

- ❖ Miss an appointment without speaking directly with a staff member
- ❖ Miss an appointment or reschedule an appointment with less than 48 hours business days' notice.
- ❖ Miss an appointment because you have arrived after your scheduled appointment time.

If you no-show, or arrive past your appointment time, there is a chance you will not be able to be seen, our Providers will **not** make special accommodations to get you in sooner, and you may have to be scheduled with a different Provider. Also, if you no-show or arrive past your appointment time, two or more times in a 12-month period, you may be discharged from the clinic.

### Reasons for Discharge

The following are examples of reasons you may be discharged from our Clinic and asked to continue your healthcare treatment with another Pain Management Office.

- Failure to follow the Providers treatment plan
- Repeated no shows, cancellations without notice, consistently late for appointments
- Violent, rude behavior towards our Providers, Office Staff via telephone or in office (this will apply to family members and/or friends.
- Failure to pay for services rendered.
- Giving your opioids to others (for example: a friend or family member in pain).
- Taking more of your medication than prescribed.
- Taking less/cutting your own dosage down without speaking to your Provider (contact the Medical Staff if the medication has side effects, or you feel you do not need them).
- Taking medications not prescribed by any other Practitioners (such as a Dentist after oral surgery, Primary Care Provider, Urgent Care) without informing Comprehensive Pain Specialists.
- Violations of the opioid contract.

**By signing this I am acknowledging that I have been notified and have read and understand this policy.**

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**Signature of Patient or Personal Representative**

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**Relationship to Patient**

\_\_\_\_\_  
**Printed Name of Patient or Personal Representative**

\_\_\_\_\_  
**Date**