

Thank you for trusting your medical care to Magenta Health. When you schedule an appointment with Magenta Health we set aside 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 24 hours prior to your scheduled appointment. This gives us time to schedule other Partners who may be waiting for an appointment.

The following is our Appointment Cancellation/No Show Policy effective October 2, 2017:

- Partners who do not show up for an appointment (no show) without at least a **24 hour** notice before the scheduled appointment time, will be considered a **No Show** and will be charged the following fee schedule within a rolling 12-month period.
 - **1st** No Show: \$30 fee per visit
 - **2nd** No Show: \$30 fee per visit; Ability to schedule appointments via the portal removed
 - **3rd** No Show and thereafter: \$50 fee per visit

- Partners who cancel an appointment by calling, text, or through the portal within **24 hours** of the scheduled appointment time, will be considered a **Cancellation** and will be charged the following fee schedule within a rolling 12-month period.
 - **1st** Cancellation: Review of Policy
 - **2nd** Cancellation: \$30 fee per visit
 - **3rd** Cancellation and thereafter: \$50 fee per visit; Ability to schedule appointments via the portal removed

- The fee is charged to the patient, not the insurance company, and is due at the time of the patient's next office visit.

- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call, email, or text message, the above policy still remains in effect.

The Cancellation/No Show Policy applies to all scheduled appointments including but not limited to: primary care, physical therapy, chiropractic visits, nurse visits, health coaching, fitness coaching, and behavioral health appointments.

We understand that there may be times when an unforeseen **emergency** occurs and you may not be able to keep your scheduled appointment. The fee **may** be waived with management approval should you experience extenuating circumstances. You may contact Magenta Health management at 210-504-1000 or via your Magenta Health Patient Portal.

I have read and understand the Appointment Cancellation/No Show policy and agree to its terms.

Signature (Parent/Legal Guardian)

Relationship to Patient

Printed Name

Date